

## SPSO decision report

**Case:** 201402599, A Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** upheld, recommendations

### Summary

Mrs C complained about how her child's primary school dealt with an incident involving her child and a teacher. She said that the school had not communicated appropriately with her as a parent and that she had been unaware of what was upsetting her child and why they were reluctant to go to school. She complained to the council that she was not told about the incident, was not involved in a meeting with her child and school staff, and did not receive a full response from the school.

Our investigation considered all the correspondence between Mrs C, the school and the council. We also reviewed the records of the school's investigation and the council's handling of Mrs C's complaint, after which we upheld her complaints. We found that, given the seriousness of the complaints made by her child, Mrs C should have been included and involved in discussions. We also found that the council's record of the handling of her complaint did not match the response she received, so we made recommendations to the council about this.

### Recommendations

We recommended that the council:

- apologise to Mrs C and her child that she was not informed and involved when the incident occurred; and
- remind relevant staff to ensure that complaints are clearly set out and responses clearly relate to agreed complaints.