

SPSO decision report

Case: 201507635, Aberdeenshire Council
Sector: local government
Subject: secondary school
Outcome: not upheld, no recommendations

Summary

Ms C, who is a GP, complained that the council failed to communicate with her about their handling of a child protection matter that she had raised with a head teacher. We found that the council had acted reasonably in referring Ms C to the body leading the investigation and that their approach to information sharing was in line with the guidance. We were satisfied that in the circumstances the council were correct not to share information not least because it was not clear why Ms C wanted it or what the information would be used for.

We found that the council had responded in a timeous way to Ms C's complaint. Although Ms C felt that the council should have continued to engage with her further correspondence at the end of the complaints process, we did not agree, not least because the prospect of resolving matters to her satisfaction was remote.