

## SPSO decision report

**Case:** 201508421, West Lothian Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** not upheld, no recommendations

### Summary

Mr and Mrs C raised a number of issues regarding the handling by the council of their complaint relating to their child's school. During our investigation, we were satisfied that, based on the available evidence, the council had investigated the various issues raised by Mr and Mrs C in line with appropriate procedures and taken reasonable action based on this. We therefore did not uphold Mr and Mrs C's complaint.