

## SPSO decision report

**Case:** 201508895, West Lothian Council  
**Sector:** local government  
**Subject:** secondary school  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained that following an incident involving another pupil, the school failed to put in support for her son, particularly after the other pupil returned to the school following an exclusion. She was also unhappy with the communication from the school following the incident and, in particular, what she felt was the school's failure to listen to her son's concerns.

We could not comment on whether or not the excluded pupil should return to school as this was a disciplinary matter which fell outwith our jurisdiction. We did find, however, that the school had communicated reasonably with Ms C and her family, from the time of the incident, and had put measures in place to support Ms C's son, in terms of minimising the risk of both pupils meeting, through support from staff and through the offer of counselling.

As a result of the actions taken by the school, we did not uphold Ms C's complaint.