

## SPSO decision report

**Case:** 201601916, The Highland Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** some upheld, recommendations

### Summary

Miss C complained that the council failed to ensure that the school attended by her daughter (Miss A) had an anti-bullying policy in place. She also complained that the council had failed to take reasonable action in response to the bullying of Miss A at this school.

We upheld Miss C's complaint about the anti-bullying policy. Although the council's overarching policy was thorough, we found that the school did not have its own policy in place that sufficiently met the requirements of the council's policy.

We did not uphold Miss C's complaint about the council's action in relation to reports of Miss A's bullying. We found that overall the council had taken significant action in line with the requirements of their policy to address the concerns raised and we found this to be reasonable.

### Recommendations

We recommended that the council:

- apologise to Miss C and Miss A for the failings identified in this case; and
- reflect on the failings identified and advise us of the actions they will take to address these.