

SPSO decision report

Case: 201603590, The Highland Council
Sector: local government
Subject: secondary school
Decision: not upheld, no recommendations

Summary

Mr and Mrs C complained on behalf of their son. They said that the council failed to provide him with an appropriate child's plan and that they failed to provide him with an Education Maintenance Allowance (EMA) application form.

Mr and Mrs C said the child's plan contained inaccurate and out of date information. However, Mr and Mrs C could not provide any evidence to support this complaint, such as why the plan given to their son was inappropriate or why the plan was inaccurate. We found that Mr and Mrs C had an opportunity to provide comments to their son's school about the child's plan, and that they could inform the school of any factual inaccuracies they believed there to be. In relation to the EMA form, we found that their son's name was on a distribution list for EMA letters, and that the scheme was widely publicised in the school. We did not uphold Mr and Mrs C's complaints.