

SPSO decision report

Case: 201604392, North Lanarkshire Council
Sector: local government
Subject: nursery and pre-school
Decision: not upheld, no recommendations

Summary

Mr C complained that his son was not receiving his entitlement of 600 hours a year of free nursery provision and that the council's handling of his complaint was unreasonable.

We found that the council had followed their policy correctly and that, although there was a small shortfall in the hours provided, they had made efforts to offer additional hours to make up the shortfall. We did not uphold this aspect of Mr C's complaint.

We found that there were some aspects of the complaints handling that could have been better, and we have drawn this to the council's attention. However, overall we considered that their complaints handling was reasonable. We did not uphold this aspect of the complaint.