

SPSO decision report

Case: 201606311, The Highland Council
Sector: local government
Subject: primary school
Outcome: some upheld, no recommendations

Summary

Mr C complained that the council failed to take reasonable action in response to reports of bullying of Mr C's daughter at her school. Mr C also complained that the council failed to respond reasonably to his subsequent complaints.

We did not uphold Mr C's concerns about the actions taken concerning the bullying because the evidence showed that the actions taken by the school were in line with the steps set out in the council's policy.

We noted that the council failed to process Mr C's complaint in line with the requirements of their complaints procedure. The complaint was not acknowledged within the required timescale and the council failed to keep Mr C informed about an extension to the complaint investigation, although the actual investigation itself was carried out to a reasonable standard. For this reason, we upheld this aspect of Mr C's complaint.