

SPSO decision report

Case: 201701238, Midlothian Council
Sector: local government
Subject: primary school
Decision: not upheld, no recommendations

Summary

Mr and Mrs C's two children are primary school pupils. Mr and Mrs C reported concerns to the school about on-going issues involving their children and another child. They decided to move their children to another school. Mr and Mrs C complained to the council for failing to take reasonable action in response to incidents involving their children and for failing to investigate their complaint in a fair and balanced way. The council explained that the other child had additional needs and that their behaviour towards Mr and Mrs C's children was not intended to be malicious or designed to bully them. Mr and Mrs C were unhappy with this response and brought their complaint to us.

We found that the school put in place the appropriate support to all children involved. We also noted that incidents involving the children were recorded and appropriate action was taken where necessary. With regards to the council's investigation of the complaint, we found that the council had appointed a teacher from another school as the investigating officer to ensure impartiality. We found the council's approach to their investigation to be well considered and reasonable. Therefore, we did not uphold Mr and Mrs C's complaints.