

SPSO decision report

Case: 201706306, Dumfries and Galloway Council
Sector: local government
Subject: primary school
Decision: not upheld, no recommendations

Summary

Mrs C complained that the head teacher of her child's school did not follow procedures to deal with disruptive behaviour in class or alleged bullying. She also complained about the council's handling of her complaint.

We found sufficient evidence that the head teacher followed relevant procedures to deal with disruptive behaviour, and that the council's handling of Mrs C's complaint was reasonable. In relation to bullying, we found there might have been one incident where the head teacher did not record a bullying incident. In relation to other incidents of alleged bullying, we found no evidence that the head teacher was aware of them or had been made aware of them by Mrs C, her child, or school staff. We did not uphold Mrs C's complaints.