

## SPSO decision report

**Case:** 201800710, West Lothian Council  
**Sector:** local government  
**Subject:** policy / administration  
**Decision:** not upheld, no recommendations

### Summary

Miss C's child (Child A) has additional needs and is a primary school pupil. Miss C complained to the council about the school's handling of her concerns about a playground incident involving Child A and three older children. Miss C complained that the school failed to inform her of the incident and to record it. She also raised concerns about the school's general communication and stated that they failed to provide her partner with weekly updates about Child A as agreed.

We found that the school dealt with the playground incident in a proportionate and reasonable manner. When the headteacher was made aware of the incident, they promptly arranged a meeting with Child A's parents to discuss their concerns. We also found that the school maintained weekly contact with Miss C's partner as agreed. We found that this only stopped when Miss C informed the school that Child A had received a diagnosis of autism (a developmental disability that affects how a person communicates with, and relates to, other people) and the school felt it was more appropriate to arrange a formal meeting. We concluded that the school's decision was reasonable in the circumstances. We did not uphold the complaints.