

SPSO decision report

Case: 201801136, East Dunbartonshire Council
Sector: local government
Subject: primary school
Decision: not upheld, no recommendations

Summary

Mrs C complained that the council did not take adequate action to address bullying targeted at her child (Child A). She said that the sanctions applied to the other children were not adequate. The council confirmed that the school recorded and responded to the incidents reported to them appropriately. They said that some of the incidents occurred outside of school hours and, therefore, they were not aware of them. The school also delivered classroom based sessions to promote positive relationships and respect and offered restorative sessions / mediation to Child A. Mrs C was unhappy with this response and brought her complaint to us.

We found that the council followed their procedures correctly. Incidents were recorded, and professional judgement was exercised regarding what action to take to address the incidents. The school offered weekly sessions to Child A, however, they acknowledged that these were taking place on an ad hoc basis. The council agreed to work with the school to improve this aspect of their procedures. We are satisfied that the school took reasonable steps to address Mrs C's concerns about bullying and did not uphold her complaint.