

SPSO decision report



Case: 201805871, Perth and Kinross Council
Sector: local government
Subject: secondary school
Decision: not upheld, no recommendations

Summary

Mrs C complained that the council failed to follow relevant procedures after an incident occurred at her child's (Child A) school. Mrs C was concerned that an ambulance and the police were not called immediately after the incident, and that appropriate support was not in place for Child A's return to school.

We found that it was a discretionary decision for the council on whether to call the emergency services based on their assessment of the situation at the time. We did not find evidence of an administrative or procedural failure on the part of the council which would lead us to question their decisions. We did not uphold Mrs C's complaint.