

## SPSO decision report

**Case:** 201808490, South Lanarkshire Council  
**Sector:** Local Government  
**Subject:** primary school  
**Decision:** not upheld, no recommendations

### Summary

Mr and Mrs C complained that their complaints about the bullying of their child had not been properly investigated by the school they attended. They felt their child had been made to feel that they were at fault and that in respect of two separate incidents, the school's investigation had been inadequate and had failed to follow the correct procedure. Mr and Mrs C also felt their complaint to the council about this had not been properly investigated and there had been no meaningful scrutiny of the school's actions.

It was explained to Mr and Mrs C that we could not re-investigate the claims of bullying, or determine whether bullying had taken place. We could look at whether the correct procedures were followed by the school and subsequently the council in response to the concerns Mr and Mrs C had raised.

We found that there was a clear record of Mr and Mrs C's reports of incidents of bullying. The school had detailed the action it took to investigate the incidents and was able to provide evidence to support its decisions. This was in line with the council's anti-bullying policy. We found that the council's investigation had considered all the available evidence and that the decision it had reached was reasonable and proportionate. We did not uphold either complaint.