

SPSO decision report

Case: 201809868, Glasgow City Council
Sector: Local Government
Subject: Primary School
Decision: not upheld, no recommendations

Summary

C complained that their complaints about the bullying of their child had not been addressed by the school they attended. C met with teaching staff to discuss the incidents giving rise to their complaints and subsequently attended a parent-teacher meeting. C complained that school staff had behaved unreasonably towards them, in particular at the parent-teacher meeting.

We explained to C that we could not determine whether bullying took place. We could look at whether the council took reasonable action after C reported their concerns and whether the school and the council followed the correct procedures in response to those concerns.

We found there was a clear record of C's reports of incidents of bullying. The school has 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 considered that the council handled C's complaints about bullying in a reasonable way.

In considering C's complaint about how staff had behaved, we reviewed the evidence provided by C and the council. We did not find any supporting evidence to conclude that the school's staff had behaved unreasonably towards C.

We did not uphold C's complaints.