

## SPSO decision report

**Case:** 201810306, East Dunbartonshire Council  
**Sector:** Local Government  
**Subject:** primary school  
**Decision:** not upheld, no recommendations

### Summary

Mrs C complained that there was a failure by the council to thoroughly investigate incidents involving her child (Child A) at their primary school. She outlined four separate incidents which she felt had not been investigated appropriately and felt that the council's complaint investigation was biased towards the school.

We found that a thorough investigation was carried out into each incident. We also considered that the council's complaint investigation into Mrs C's concerns was detailed and appropriate. We did not uphold the complaint. However, we suggested as feedback to the council that they may wish to consider whether having a policy or guidance regarding how incidents in school should be investigated and/or recorded would be of help to staff to ensure consistency within and across schools in their area.