

SPSO decision report

Case: 201810535, The Highland Council
Sector: Local Government
Subject: secondary school
Decision: not upheld, no recommendations

Summary

Miss C complained that the council failed to respond reasonably to reports that her child (Child A) was being bullied at school. We found that the council's bullying policy and guidance does not oblige the school to take specific actions in relation to pupils. It obliges them to take some action, based on the individual circumstances of the reported incident(s). The council have the discretion to decide what action they choose to take, whether to inform parents/carers, whether to liaise with other agencies and whether to implement wider school interventions. Having reviewed the action taken by the council, we were satisfied that they acted in accordance with their policy and guidance on bullying. We did not uphold Miss C's complaint.