

SPSO decision report

Case: 201903957, South Ayrshire Council
Sector: Local Government
Subject: primary school
Decision: not upheld, no recommendations

Summary

C complained about two incidents involving their child (A) and another child at school. C said that child protection procedures should have been followed.

We did not consider that C's complaint was a child protection matter and therefore child protection procedures did not require to be followed. We did not uphold this aspect of the complaint. However, we considered that the school could have managed the incidents better, particularly in relation to their communication with A so that they felt supported and respected.

C also complained that there was an unreasonable delay in the school advising them of the first incident. We considered that C was told within a reasonable period of time. We did not uphold this aspect of the complaint.

C also complained about a refusal to allow them to take an audio recording of a meeting with the head teacher of the school. Whilst we appreciated why C wanted to record the meeting, we did not uphold this complaint on the basis that the head teacher was entitled to refuse this. We considered that the offer to bring someone to support C to the meeting and the opportunity to comment on a minute of the meeting afterwards to be reasonable.