

SPSO decision report

Case: 201909307, Aberdeen City Council
Sector: Local Government
Subject: Secondary School
Decision: not upheld, no recommendations

Summary

C complained that the council had failed to provide reasonable support to meet their child's (A) educational and emotional needs at school. We noted that the council's procedures regarding their Staged Intervention Framework do not set out specifically what steps will be taken when concerns about a child's learning are reported or what stage of intervention should be applied. The procedures set out the type of support that may be provided. We considered that it would be a discretionary matter for the council regarding the stage of intervention required and the support to provide. We noted that the support that A received appeared to be consistent with the council's procedures.

We did not find evidence of an administrative or procedural failings regarding the support provided to A. In light of this, we did not uphold C's complaint.