

SPSO decision report

Case: 201910373, Stirling Council
Sector: Local Government
Subject: Primary School
Decision: some upheld, recommendations

Summary

C complained to the council about the school their child (A) attends. A was transitioning from early years to primary school. As A had additional needs, a transition plan was required. C complained to the council that the school failed to put in place the appropriate transition arrangements in line with their obligations under the Additional Support for Learning (ASL) (Scotland) Act 2004; that they did not communicate appropriately with them about A's support and education and that they did not carry out an appropriate investigation of their complaint about the handling of a staged intervention meeting.

We found that the council failed to meet the required timescales when putting in place the appropriate transition arrangements for A and as such we upheld this aspect of the complaint.

We noted that there was reasonable mechanisms in place to keep C updated about A on a daily basis. While the council recognised that there were times that C's email correspondence was not responded to, we are satisfied with their overall communication with C and as such, we did not uphold the complaint. We also noted that the council carried out an appropriate investigation of C's complaint about the school's handling of a staged intervention meeting. The council consulted with all attendees and have demonstrated that they have reflected appropriately on the school's handling of the meeting. We did not uphold this aspect of C's complaint.

Recommendations

What we said should change to put things right in future:

- The council should have appropriate measures in place to ensure that statutory timescales for putting in place an appropriate transition are met.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.