

SPSO decision report

Case: 202000231, Comhairle nan Eilean Siar
Sector: Local Government
Subject: Primary School
Decision: upheld, recommendations

Summary

C is an advocate for A who is a parent of child B. C complained to the Comhairle about the management of B's schooling, in particular the management of various periods of exclusion due to B's behaviours. C complained that there were occasions where B was not permitted to participate fully in their education alongside their peers and that these should have been considered as formal exclusions. The Comhairle said that there were only two periods of time that B was formally excluded and that on other occasions B was cared for in the Extended Learning Resource (ELR) unit.

In response to our investigation, the Comhairle provided evidence of B's attendance and their Included, Engaged and Involved Guideline (2013) which is the policy for managing periods of exclusion. The evidence confirmed that there were occasions B was not educated alongside their classmates but did receive specialist provision elsewhere and in accordance with the policy, these periods were not regarded as formal exclusions. We also found that during the periods where B was formally excluded, the school followed the guidelines correctly. However, there were occasions where A was requested to take B home from school early and this was contrary to the policy. The Comhairle acknowledged this and offered to formally apologise to A. We upheld the complaint on this basis.

Recommendations

What we asked the organisation to do in this case:

- Apologise to A for failing to follow their policy when B was sent home early from school. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.

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.