

SPSO decision report

Case: 201302885, A Council
Sector: local government
Subject: primary school
Outcome: some upheld, recommendations

Summary

Mr C complained that the council had not reasonably investigated and responded to his concerns about what he considered to be discriminatory treatment of his child by a teacher. He complained that the school had allowed the practice to continue and also believed that incidents and meetings/contact with school staff to discuss his concerns were not logged or recorded.

We upheld part of Mr C's complaint. Our investigation found that the council had carried out a reasonable investigation, considered all available evidence and responded to the issues raised. We also found, however, that the school had not recorded incidents and contacts in the appropriate way.

Recommendations

We recommended that the council:

- apologise for not ensuring adequate record-keeping; and
- emphasise to the school the importance of adequate record-keeping.