

SPSO decision report

Case: 201401678, The City of Edinburgh Council

Sector: local government

Subject: primary school

Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council did not follow their procedures when dealing with her concerns that her child was being bullied at school. She also complained about how the council dealt with her complaint.

The law describes the types of complaints we can and cannot look at, and what we can and cannot do about them. It says that we cannot look into conduct or discipline matters in schools, so we could not investigate the allegations of bullying or reach a view on whether Miss C was bullied. It is important to note that although Mrs C was certain her child was being bullied, the school did not agree. We looked into the school records and found that although Mrs C was not satisfied with the outcome, her concerns were taken seriously. In keeping with their procedures the school made reports of alleged bullying incidents, records of meetings they had with Mrs C, and action plans to support the child at school.

Mrs C also felt that the council's response to her complaint was factually inaccurate. We found, however, that it was an accurate reflection of the school's records, and their letter to Mrs C was reasonable in the circumstances. We did not uphold Mrs C's complaints.