

SPSO decision report

Case: 201407841, East Renfrewshire Council
Sector: local government
Subject: primary school
Outcome: upheld, no recommendations

Summary

Mr C complained that the council failed to follow their anti-bullying policies when they were informed of incidents of bullying against his son. In particular, Mr C was concerned about an incident, which occurred in early 2015, which was not dealt with as an incident of bullying. He was also concerned that the council failed to deal with previous incidents of bullying appropriately.

The council's investigation found no evidence of earlier incidents of bullying which were not properly dealt with at the time. They did, however, acknowledge that the incident which occurred in early 2015 should have been handled differently and in line with their anti-bullying policy.

Mr C was not happy with the council's response and he approached our office. We noted previous incidents recorded by the council but, as Mr C had not provided any evidence or detail of previous incidents, we could not conclude that there were other instances which the council had failed to record. We agreed with the council that they had failed to deal with the incident in early 2015 in line with their anti-bullying policy and, as a result, we upheld the complaint. We found that the steps taken by the council following their review of the complaint were appropriate and comprehensive, and we made no recommendations.