

SPSO decision report

Case: 201501801, Glasgow City Council
Sector: local government
Subject: primary school
Outcome: not upheld, no recommendations

Summary

Ms C received a letter from her children's school outlining the options available to the school in accommodating classes for the next academic year. Ms C believed that a further option was available that had not been considered, so she raised this with the school. The school distributed a second letter stating that this further option had been considered and outlining why it had been rejected. Ms C complained to the council about several aspects of the school's decision and then brought her complaints to us.

Ms C said that the potential further option had not been considered by the school. We considered that the reasons the school gave for the option being rejected had been referred to in their first letter and that, therefore, there was evidence that the option had been considered. We decided that, in these circumstances, there was no evidence of the alleged maladministration or service failure.