

## SPSO decision report

**Case:** 201804797, Edinburgh College  
**Sector:** Colleges  
**Subject:** staff conduct  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the college's handling of his concerns about the behaviour of a learning support worker was unreasonable.

We found that the college was aware of Mr C's support needs, how this affected him and had put in place reasonable support for him. We noted that two meetings that had been arranged to discuss Mr C's concerns were cancelled. However, we were satisfied from the evidence provided by the college that there were genuine reasons for these cancellations. Two meetings to discuss Mr C's concerns took place subsequently.

We did not find evidence to make a finding that the support worker and college staff behaved inappropriately towards Mr C. We considered that upon learning of the difficulties in Mr C's relationship with the support worker, the college staff took reasonable action to try to address Mr C's concerns. Therefore, we did not uphold the complaint.