

## SPSO decision report

**Case:** 201901899, Aberdeenshire Council  
**Sector:** Local Government  
**Subject:** Primary School  
**Decision:** not upheld, no recommendations

### Summary

C complained that the council's handling of reports of bullying of C's child was unreasonable. The council said that the school had taken C's complaints seriously and acted in line with appropriate guidance and policies.

Restorative measures had been taken to attempt to resolve the conflict between the children concerned. The council acknowledged that punitive measure may have been preferred by parents and that their approach may have, therefore, been frustrating. Moreover, the council were limited about the amount of information that could be given to C because of confidentiality issues involving another child.

We found evidence to show that action had been taken in line with the council's stated policy. There was no evidence to show that incidents involving C's child were ongoing and occurring and after consideration, we did not uphold the complaint.