

## SPSO decision report

**Case:** 202003904, West Dunbartonshire Council  
**Sector:** Local Government  
**Subject:** Secondary School  
**Decision:** not upheld, no recommendations

### Summary

C complained on behalf of their child (A). A, who has additional support needs, transferred to a new school. C complained about one of A's National 5 grades, unhappy at the level of the award submitted by the school to the Scottish Qualifications Agency. C believed the decision on the level of award was made using incomplete or inaccurate information. C was also concerned about how the school shared information with staff concerning the additional support needs for A. C was also unhappy at the level of communication received from the school in relation to A.

C complained to the council but was unhappy at their response and brought their complaint to this office. The council said that A's needs were communicated to all staff with an enhanced provision of support in place, that the school regularly communicated with C including highlighting a risk of a non-award in a National 5 subject and that there was a range of evidence used by staff in conjunction with moderation of standards against the National 5 assessment criteria to make a professional judgement.

We found that the school shared information about A's health and support needs with staff and that there was reasonable proactive communication between the school and C. We found no evidence that A's projected National 5 grade was based on incomplete or inaccurate information.

We did not uphold C's complaints.