

SPSO decision report



Case: 201004919, Scottish Borders Council

Sector: local government

Subject: primary school

Outcome: not upheld, no recommendations

Summary

Mr C complained to us that the council had not thoroughly investigated his complaint against a school. He was banned from voluntary activity at the school after a discussion with a teacher in which he was perceived to have acted aggressively. He was not happy that after the formal investigation, the council took no further action, except to offer mediation in an attempt to rebuild Mr C's relationship with the school. Our investigation found that the council had adhered to the relevant guidelines in dealing with such matters and had fully considered Mr C's concerns.