

## SPSO decision report

**Case:** 201104008, West Lothian Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C said that her children had been subjected to bullying while travelling on the school bus as well as on one occasion in school. She complained that over several months she had contacted the school about the matter. She also said she had spoken to the head teacher, but that nothing was done to resolve this. The school said that as the incidents happened on the school bus, they were outwith their control.

Our investigation found that it is parents or carers who are responsible for the conduct of children while they are using school transport, rather than the school, and we did not uphold Mrs C's complaints.