

## SPSO decision report

**Case:** 201303975, A Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** not upheld, no recommendations

### Summary

Miss C said that for nearly two years her child had experienced bullying at school and that the problem was not being resolved. Miss C said that matters had reached the point where her child's sleep and health were affected and that, on occasion, her child was refusing to go to school. Miss C said that the behaviour of the children concerned was becoming worse and that the school were failing to take reasonable measures to protect her child.

When investigating the complaint, we carefully considered the complaints correspondence, the school's incident log, the council's anti-bullying policy and the school's policy on promoting positive behaviour. Our investigation found that, while bullying had taken place, not all of the incidents were directed against Miss C's child, and sometimes allegations had been made about her child as well. However, all reported incidents had been logged and the action taken about them was recorded. The school believed that the situation was improving and the evidence available confirmed this. Although we understood the difficult situation in which Miss C and her child found themselves, we did not uphold the complaint as we found that the school had taken all reasonable measures to deal with the matter.