

SPSO decision report

Case: 201406329, North Ayrshire Council
Sector: local government
Subject: complaints handling (including appeals procedures)
Outcome: not upheld, no recommendations

Summary

Miss C said that a teacher dragged her child out of class by the neck, and she complained about this to the council. Miss C was unhappy with the council's response and she complained to us. We could not look at the alleged incident itself, as the SPSO Act 2002 says that we cannot investigate conduct or discipline in schools. We looked at the council's handling of Miss C's complaint.

We found that children, both in groups and as individuals, and school staff were asked about the alleged incident. In particular, the children were given an opportunity to speak to staff in confidence, or to leave an anonymous note. We were satisfied with the council's handling of the complaint and, therefore, we did not uphold Miss C's complaint.