

SPSO decision report

Case: 201507860, The City of Edinburgh Council
Sector: local government
Subject: policy/administration
Decision: some upheld, recommendations

Summary

Mr C complained about a number of issues related to his son (Mr A)'s primary school. Mr A had special adjustments in place which Mr C felt had been disclosed inaccurately to other parents by teaching staff. Mr C was also dissatisfied with the way in which his complaint about the matter was handled by council staff.

We found that the council had apologised to Mr C and his family for making inaccurate comments at a public meeting. We considered various possible factors raised by Mr C, but did not find evidence to clearly identify that any specific teacher or council officer had released confidential information about Mr A's special adjustments.

However, we considered that certain remarks made to Mr C were not appropriate; that a council officer should not have notified elected members not to respond to Mr C's correspondence; and that the handling of Mr C's complaint regarding this matter was not adequate. We upheld these aspects and recommended that the council apologise to Mr C and share our findings with relevant staff.

Recommendations

We recommended that the council:

- apologise to Mr C for the failings identified and draw these findings to the attention of relevant staff.