

SPSO decision report

Case: 201601941, North Ayrshire Council
Sector: local government
Subject: secondary school
Outcome: not upheld, no recommendations

Summary

Mrs C complained about the school's response to her concerns about how another pupil was treating her daughter, and that the council failed to investigate and respond to her complaint.

We found the school had taken reasonable action when concerns were reported to them. Though there appeared to continue to be problems, the school could only act on the information provided to them. We also found that the council's investigations were reasonable. We did not uphold the complaints.