

## SPSO decision report

**Case:** 201605386, Glasgow City Council  
**Sector:** local government  
**Subject:** primary school  
**Decision:** not upheld, recommendations

### Summary

Ms and Mr C complained that the council failed to take reasonable action in response to reports of bullying of their children at school by another child. In particular, Ms and Mr C were concerned that a restorative conversation was not facilitated by the school between their children and the other child.

We did not uphold Ms C and Mr C's concerns about the actions taken concerning the bullying because we found that the actions taken by the school were inline with the steps set out in the council's policy. The school explained that they would normally take a restorative approach to bullying, but they explained why they did not consider the conditions were in place to do so. We felt the council's policy should reflect this so we made a recommendation in light of our findings.

### Recommendations

What we said should change to put things right in future:

- The council's anti-bullying policy and guidelines should address their practice in relation to restorative conversations.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.