

## SPSO decision report

**Case:** 201606618, Aberdeenshire Council  
**Sector:** local government  
**Subject:** primary school  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained about her daughter's (Miss A) primary school. Miss A had recognised issues at primary school, particularly with her emotional literacy and communication skills. She also reacted badly when she made mistakes. Her head teacher had discussed these issues with Ms C and steps were agreed to help Miss A. However, her problems continued and the head teacher referred the matter to social work in terms of the Scottish Government's 'Getting It Right For Every Child' (GIRFEC) procedures. Ms C complained to the council that the head teacher discriminated against her and that the council were unreasonable in the way they dealt with her complaint.

We investigated Ms C's complaint and made further enquiries of the council. We found that GIRFEC procedures are the national approach to improve outcomes for, and to support the wellbeing of, children by offering the right help at the right time. The child is the focus for all organisations involved and the approach encourages early intervention by professionals, for instance, by social work who could provide help to avoid crisis situations at a later date. Miss A had some problems which were not resolving, although her school had involved Ms C in their efforts to help her. Accordingly, the head teacher approached social work in line with GIRFEC guidance. While Ms C considered this to be unreasonable, we found no evidence of this. We did not uphold her complaint. Although Ms C also complained about the way the council later considered her complaint, she was unhappy with the merits of the decision rather than the way the decision on her complaint had been made. We did not uphold this complaint.