

SPSO decision report

Case: 201801816, Fife Council
Sector: local government
Subject: secondary school
Decision: not upheld, no recommendations

Summary

Miss C complained that the council failed to respond appropriately to concerns raised about bullying and harassment of her child (Child A). Miss C attended a meeting with the school and the police to discuss her concerns, however, she felt that the head teacher was dismissive and did not appreciate the seriousness of the concerns she was raising. Miss C also complained that the council did not interview relevant witnesses and felt that the council were only accepting the school's account of what happened during the meeting.

The council confirmed that they were continuing to work with the police and that they were committed to supporting Child A. The council also provided details of the different support that was put in place.

We did not find any evidence to support Miss C's account of what was said during her meeting with the head teacher. We considered that the school had acted reasonably by putting in appropriate support for Child A. We also found that the council's investigation of Miss C's complaint was reasonable. Therefore, we did not uphold Miss C's complaint.