

Lack of apology from school after it retracts claims that parent was a risk to child and failed to follow correct procedures in handling of bullying incident

A parent who put a complaint to their child's school about a bullying incident was reported to Social Services after the school stated concerns about the child's welfare.

The school had reported the parent as being a potential risk to the child. However, due to the lack of grounds on which the school made this claim, it was later retracted and an addendum was sent to the Gateway Referral Team stating that this was an unsubstantiated claim.

Although the school had an obligation to contact social services, they did not provide an apology for the handling of the complaint or for the unjustified accusations made against the parent.

Investigators from this Office contacted the school to try to resolve the complaint by means of an apology. Following our involvement in this case, the Chair of the Board of Governors (BoG) advised that the BoG was willing to make an apology for the fact that the initial complaint was not dealt with in accordance with the complaints policy at the time. In addition, a sub-committee would be set up to deal with the complaint and an appeals committee would also give the complainant an opportunity to gain further response from the BoG.