

## SPSO decision report



**Case:** 201003492, Student Awards Agency for Scotland  
**Sector:** Scottish Government and devolved administration  
**Subject:** failure to provide information  
**Outcome:** not upheld, no recommendations

### Summary

Mr C is an immigrant to the UK, who is studying here and who also has a job. When he applied for an allowance for 2010/11 for living costs support (payable to migrant workers) this was refused, although he had received the allowance the year before. He complained that, in advising him of the outcome of his application, the Student Awards Agency for Scotland (SAAS) did not explain their reasons for deciding that his employment was marginal and ancillary, and that his studies were his predominant activity. We reviewed the information SAAS gave Mr C and decided they had followed both their own procedures and relevant Scottish Government guidance. SAAS did explain, as far as was possible, why they decided to refuse Mr C's application. The SAAS chief executive also offered to meet Mr C to discuss his situation if that would be helpful to him.