

## SPSO decision report

**Case:** 201100839, Queen Margaret University  
**Sector:** further and higher education  
**Subject:** academic appeal; exam results; degree classification  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

As Miss C accumulated more than four failures during her studies for an MSc in Art Therapy, she was required to withdraw from the course. She lodged an academic appeal which was unsuccessful and her stage 2 submission was not progressed to full academic appeal. Miss C complained that the appeal process was not carried out fairly and that the university delayed in responding to her appeal.

From the evidence provided by Miss C, and from further details received from the university, we were satisfied that all relevant information was considered when assessing her appeal. We, therefore, did not uphold her complaint regarding the fairness of the process. Many of the concerns Miss C raised were academic matters which this office was unable to consider.

It was clear, however, that the university delayed in responding to Miss C's appeal. They accepted this, and advised of steps they had since taken to create a post for the administration of complaints and appeals. The person in this new post will also be available to offer advice to students throughout the process. As we considered this action to be reasonable, we did not make any further recommendations.