

## SPSO decision report

**Case:** 201103175, University of Glasgow  
**Sector:** further and higher education  
**Subject:** teaching and supervision  
**Outcome:** not upheld, no recommendations

### Summary

Eighteen months after being awarded a masters degree by the university, Miss C complained that she had received inappropriate supervision during her course. The university initially accepted her complaint but, after considering it, decided that it was out of time in terms of their complaints procedure. Miss C complained to us that the university handled her complaint incorrectly and failed to give proper consideration to the reasons why she said she could not complain earlier.

We obtained all the relevant correspondence and guidance, made enquiries of the university and checked their complaints procedure. In all the circumstances, we did not uphold the complaint. We established that, although Miss C provided very detailed reasons why she had not felt able to complain earlier, there was no evidence to suggest that these had not been properly taken into account or that the complaints procedure had not been followed.