

Case: 201104153, University of the Highlands and Islands
Sector: further and higher education
Subject: teaching and supervision
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C raised a number of complaints, saying that his university had failed to take action following a complaint he had raised with them. He also said that they had failed to meet a commitment to keep him informed of the progress of their investigations.

We did not uphold his complaints. We found that the university had properly explained to Mr C that he had raised his concerns significantly outwith the time limits in their complaints procedure and that they could not provide him with a formal response. They did, however, explain that they had taken note of his concerns, would consider them and raise any findings with the department concerned. There was no evidence that they had given him any undertaking to inform him of their investigations or findings.