

SPSO decision report

Case: 201202599, Borders College
Sector: further and higher education
Subject: policy/administration
Outcome: upheld, recommendations

Summary

Mr C complained that, as an employer, he was not kept fully informed of what he needed to do to qualify for a Skills Development Scotland (SDS) scheme incentive and receive the payment that he expected for employing a young person. Our investigation found that there was a lack of clear and consistent written communication from the college to Mr C about the scheme and its requirements, and we upheld the complaint.

We also upheld the complaint that the college had not conducted an adequate investigation into Mr C's complaint as, although they considered all the information they held, contradictions in communications were not explored fully and they did not ask Mr C for all his evidence.

Recommendations

We recommended that the college:

- after discussion with SDS, provide their partner employers with clear summary information on SDS schemes for 2013-2014; and
- apologise to Mr C for failing to conduct an adequate investigation into his complaint.