

## SPSO decision report

**Case:** 201203221, University of the West of Scotland  
**Sector:** further and higher education  
**Subject:** academic appeal/exam results/degree classification  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the university did not allow him to submit his dissertation late. During our investigation, we considered the regulations for his course, and found that these clearly explained that any coursework submitted more than one week after the submission date would not be marked. Mr C had said that other students were given extensions for their dissertations. However, the university also told us that there is no right to an extension and that Mr C had failed to ask for an extension before the required deadline.

Mr C also complained that the university failed to take his period of obligatory military service in his home country into account. We found that Mr C had raised this in both his appeal and his complaint to the university, and were satisfied that the university had taken this into account. Finally, he complained that the university did not allow him to re-register as a distance learning student. However, our investigation found that the course he had requested was not in fact available for study by distance learning.