

SPSO decision report

Case: 201204876, The Robert Gordon University
Sector: further and higher education
Subject: accommodation
Outcome: not upheld, no recommendations

Summary

Miss C complained that the university refused to terminate her lease under their exceptional circumstances policy, when she applied for this on medical grounds. She appealed against the decision but her appeal was not upheld. Miss C took alternative accommodation but was still liable for lease payments at her university residence. She also complained that student accommodation staff did not respond to her emails and other communications alerting them to her problems.

After investigating these complaints, we did not uphold them. Our investigation found that the university had applied their policy and correctly followed their procedures. They had repeatedly given Miss C advice about the specific medical evidence she needed to obtain in support of her application, but she had not produced this. We found that staff replied promptly and helpfully to all but one email. This was about her request for a move to en-suite accommodation, as they had none to offer at the time and it was not their policy to respond to requests that could not be met. We did, however, point out that they might wish to consider how they could better respond in future to such requests.