

SPSO decision report

Case: 201300287, University of Glasgow
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: not upheld, no recommendations

Summary

Miss C appealed against the university's decision to discontinue her studies and not to allow her to re-sit examinations. She submitted medical evidence she felt was not taken into account at the appeal stages and said that she was not invited to attend meetings. The university determined that there were no grounds to consider her appeal. Miss C then complained to us.

Our investigation found that throughout the appeal process her medical and personal circumstances were fully taken into account and that the university had given her numerous repeat attempts to achieve the credits needed for her degree. We did not uphold her complaint, as we found that the university had followed their appeal procedures and acted reasonably throughout the process.