

## SPSO decision report

**Case:** 201300999, University of Edinburgh  
**Sector:** further and higher education  
**Subject:** academic appeal/exam results/degree classification  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained to us on behalf of his son (Mr A). Mr A had submitted an academic appeal to the university because he felt that his work had not been considered fairly. He said that he had not received adequate support, and that he lacked confidence in the mark assigned because he felt staff were not impartial. The university found that there were no grounds to uphold his academic appeal. Mr C then complained to us that they had not reasonably investigated and considered Mr A's appeal.

Although we cannot investigate matters of academic judgement, we can look at whether the appropriate processes were followed in reaching a decision on an academic appeal. Our investigation found that the university had thoroughly investigated the circumstances of Mr A's appeal, and had ensured that adequate and appropriate support was provided and that reasonable steps had been taken to ensure impartiality and verify the marks awarded.