

SPSO decision report

Case: 201302355, University of Abertay Dundee
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: not upheld, no recommendations

Summary

Mr C complained that the university had treated him unfairly when they did not consider his academic appeal, and that this had a serious impact on progress towards completing his degree. He submitted a formal complaint about all the incidents where he considered the university had not treated him fairly and not followed their academic policies and regulations. At the final stage of his complaint he claimed that the university had not fully responded to his complaints.

Our investigation found, however, that Mr C had not met the eligibility requirements for an appeal and that the university had reasonably applied their appeals policy and procedures. We also found that they had thoroughly investigated his complaints of unfair treatment, and had taken considerable steps to assure him of their support.