

## SPSO decision report

**Case:** 201305834, University of Strathclyde  
**Sector:** further and higher education  
**Subject:** communication staff attitude dignity and confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

Miss C, who was a student, complained that the university provided her with inadequate feedback on a resit assessment, and that their response to her complaint was inadequate.

We considered Miss C's letters, the university's file on her complaint, and relevant documents such as the course handbook. We found that the university had explained to Miss C why she failed the resit assessment and where information could be found in relevant guidelines. We also found that their investigation into her complaint was appropriate in the circumstances, and that it was adequately reflected in their letter to her.