

## SPSO decision report

**Case:** 201403349, Perth College UHI  
**Sector:** further and higher education  
**Subject:** special needs - assessment and provision  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Mr C complained about the support provided by the college for his disability. Mr C said the college did not set up a personal learning support plan in a timely way, and his lecturers were not told that he had a support plan. Mr C also said the college failed to give him information about the assessment of some of his courses, failed to give him feedback in time, and did not explain the process or deadlines when they gave him the opportunity to study over the summer and take 'assessment on demand' for some courses. Mr C said he was given only one day's warning for one exam, and was not given a resit opportunity for other courses. Mr C also complained that the assessment for one of his courses was reviewed by an independent assessor without his permission, and that the college failed to respond to his questions and give him information he requested on several occasions.

The college investigated Mr C's complaints, but did not uphold them, and Mr C complained to us about the college's lack of support and about their investigation of his complaint.

While we were investigating Mr C's complaints, we found that Mr C had also complained to the Scottish Qualifications Authority about the same issues, and they were also investigating these. Given that Mr C already had access to an avenue of appeal which could give him the outcome he wished (reconsideration of his grades), we decided not to investigate Mr C's complaint about the support provided by the college. We asked Mr C if he wanted us to continue investigating his complaint about the college's handling of his complaint to them, but he did not respond, and we closed our investigation.