

SPSO decision report

Case: 201404931, University of Edinburgh
Sector: further and higher education
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C, a postgraduate student, had complained to the university a number of times about a range of matters. When he submitted two new complaints for investigation, as he did not accept the outcome of the front-line resolution, the university responded that they had decided to restrict his access to the complaints handling procedure as they considered his level of contact to be unacceptable. Mr C complained to us about the university's refusal to consider his complaints. Our investigation considered the complaint submissions Mr C made, the university's response to them and their complaints handling procedure.

We found the university had encouraged Mr C to use alternative appropriate ways to raise his concerns and had clearly explained to Mr C their decision to restrict his access in terms of the relevant points of their policy. The university did not exclude him completely from the complaints handling procedure and said they would consider any new complaints if they deemed they were sufficiently serious to warrant investigation.