

SPSO decision report

Case: 201502220, Fife College
Sector: further and higher education
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Miss C complained that the college failed to allow her to complete an award, and about their handling of her complaint. We looked at Miss C's account of what happened, at the college's comments and file on the complaints, as well as copies of correspondence and college records.

The college's view was that Miss C left a lot of coursework until the last minute, and they said it would be unreasonable to expect them help Miss C with this given that she had been on the course, that was supposed to last a year, for 18 months. Miss C's view was that, according to her college assessor, she was told that her progress was satisfactory, and there would be no problem completing the course. Miss C said her assessor promised that she would be able to finish her work. There was no conclusive written evidence to prove either version of events, or that the college unreasonably failed to allow Miss C to complete the award.

We found that the college complied with their complaints procedure, and they took steps to review evidence from their records as well as taking statements from staff. There was no evidence that Miss C's complaint was handled inadequately. We did not uphold Miss C's complaints.