

## SPSO decision report

**Case:** 201504380, Heriot-Watt University  
**Sector:** further and higher education  
**Subject:** complaints handling  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Mr C complained about how the university had responded to complaints he had made to them. We began to investigate the matters but Mr C advised us that he had resolved his issues with the university. We considered whether there were grounds for us to continue our investigation in these circumstances but decided that there were not and closed the complaint.