

SPSO decision report

Case: 201507580, University of Strathclyde
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: not upheld, no recommendations

Summary

Miss C appealed to the university that she had failed her final exams due to ongoing personal circumstances. The university did not accept her appeal and Miss C complained to us.

We found that Miss C had reported personal circumstances twice in previous years of study; however, she did not continue to report them to the university as her studies progressed. It was only when she found out that she had failed her final exams that she raised the issue of personal circumstances.

Miss C did not provide the university with evidence of how her personal circumstances affected her at the time of her final exams. As the university acted in line with their procedures, we did not uphold Miss C's complaint.