

## SPSO decision report

**Case:** 201508817, University of the West of Scotland  
**Sector:** further and higher education  
**Subject:** policy/administration  
**Outcome:** some upheld, recommendations

### Summary

Mr C complained that his university withdrew him from a course due to lack of engagement and about the handling of his appeal.

We found the university's process for withdrawing Mr C was not applied in line with their policy and there was an issue with the accuracy of records that it was the university's responsibility to make and keep. We upheld this aspect of the complaint.

We found that the university followed the process for appeals appropriately. We did not uphold this aspect of the complaint.

### Recommendations

We recommended that the university:

- apologise to Mr C for failing to ensure accurate attendance records were maintained and for not giving consideration to his improved attendance following receipt of the emails from the university;
- remind relevant staff of the importance of maintaining accurate attendance records; and
- reflect on the findings in this case and ensure the student engagement policy reflects the need for appropriate exercise of discretion as part of due process.