

SPSO decision report

Case: 201601679, University of Stirling
Sector: further and higher education
Subject: accommodation
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained that their daughter (Miss A) was not provided with reasonable university accommodation for her specific health needs when she needed to move flats during term time.

The university provided Miss A with a flat which they said was suitable for her. However, they did accept that they did not have relevant information about Miss A's requirements available to them when they checked the accommodation system because of an issue with information-sharing between departments. This has subsequently been resolved. The university worked hard to find alternatives for Miss A and support her through other services. For these reasons we did not uphold the complaint.