

## SPSO decision report

**Case:** 201602119, University of St Andrews  
**Sector:** further and higher education  
**Subject:** policy/administration  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained about the university's handling of her termination of studies, their consideration of her extenuating circumstances and her reasons for not disclosing them earlier. She also complained about the university's handling of her academic appeal.

In relation to all three matters we found no evidence that the university had failed to follow their policies. Without evidence of administrative failure, we could not question the university's decisions in these matters. We did therefore not uphold Ms C's complaint.