

SPSO decision report

Case: 201602917, Edinburgh Napier University
Sector: further and higher education
Subject: communication staff attitude dignity and confidentiality
Outcome: not upheld, no recommendations

Summary

Ms C, an MP, complained on behalf of her constituent (Ms A). The complaint was that the university's promotional material about a degree course was unreasonable, as Ms A felt she was not told that her degree would not help her with her chosen career.

We found that, while technically correct, the university's information was ambiguous. In dealing with the complaint, the university admitted their website could have been clearer and changed their published information to clarify it. In addition, the university offered Ms A a goodwill payment.

While Ms A's circumstances were unfortunate, in our view there was no certainty she could have achieved more from the university's handling of her complaint, and we found that the university acted reasonably to clarify the information. On balance, we concluded that the university's promotional material about the degree was reasonable. We therefore did not uphold Ms A's complaint.