

## SPSO decision report

**Case:** 201604354, Glasgow Caledonian University  
**Sector:** further and higher education  
**Subject:** communication staff attitude dignity and confidentiality  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the university failed to send his exam results to his personal email address, failed to consider technical problems that occurred during the course, and failed to follow their complaints procedure.

We found that exam results are always sent to a student's university email address and not to their personal email address, and no agreement was reached with Mr C to send his results to his personal email address. In relation to technical problems, there had been a problem with downloading software from the university. This was resolved by the university to enable download, and the problem was taken into account by the course's assessment board. Mr C claimed his computer and personal email account were hacked. However, it was Mr C's responsibility to have appropriate protection for his computer and email account, something for which the university could not be held responsible. Finally, we found no evidence that the university had failed to follow their complaints procedure. We did not uphold Mr C's complaints.