

SPSO decision report

Case: 201605531, **Scottish Qualifications Authority**
Sector: Scottish Government and devolved administration
Subject: communication staff attitude and confidentiality
Decision: not upheld, no recommendations

Summary

Mrs C complained that the MySQA service provided to her daughter (Ms A) was unreasonable. This was because, in Mrs C's opinion, SQA should have emailed Ms A's amended results directly to her via the MySQA service, and updated Ms A's MySQA page on the date the amended results were issued.

We found that information published by SQA stated that, at the time of the main national release of results in early August, they would be issued directly to candidates. However, individual results amended after a priority marking review would be issued to schools in late August. The SQA information did not say that amended results would be issued directly to candidates, or that MySQA pages would be updated on the date the amended results were issued. It appeared Mrs C's complaint was based on her assumptions and preferences about what should happen, which were contrary to SQA's published information. It would not be reasonable to hold SQA responsible for Mrs C's assumptions, or reasonable to expect SQA to state what their service would not do, when they stated what their service would do. We did not uphold Mrs C's complaint.