

## SPSO decision report

**Case:** 201606885, Queen Margaret University  
**Sector:** further and higher education  
**Subject:** complaints handling  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained that the university's investigation of her complaint about aspects of the course she was on was unreasonable.

The university proposed a number of specific points of complaint to Ms C, and she accepted them as the basis for her complaint. Given this, the university made enquiries that related to the specific points of complaint, and not to other ancillary issues Ms C raised. We found that the university's approach to their investigation was reasonable in the circumstances, as was the university's response to Ms C. We did not uphold Ms C's complaint.