

## SPSO decision report

**Case:** 201700226, University of the West of Scotland  
**Sector:** further and higher education  
**Subject:** student discipline  
**Decision:** not duly made or withdrawn, no recommendations

### Summary

Ms C complained that the university had unreasonably withdrawn her from her course because of poor attendance. She had been experiencing personal difficulties, which she had reported to her personal tutor. The tutor had not passed on this information to the relevant people, so her circumstances had not been taken into account before her studies were terminated.

After we became involved, the university offered Ms C a meeting to discuss the options available to enable her to continue her studies. Her complaint was therefore withdrawn.