

SPSO decision report

Case: 201700608, City Of Glasgow College
Sector: colleges
Subject: special needs - assessment and provision
Decision: not upheld, no recommendations

Summary

Mr C is a mature student who suffers from anxiety. Mr C complained that the college unreasonably failed to provide reasonable adjustments and take seriously his concerns about age and anxiety issues. He also complained the college failed to address his concerns about bullying. Mr C said that his anxiety reached unmanageable levels due to the lack of empathy shown by the college staff. Mr C believes that his college tutor did not properly make the other lecturers aware of his anxiety issues.

We found that, where possible, the college did offer reasonable adjustments to Mr C. Mr C was offered counselling, and the option of moving class was discussed. It was also confirmed that students are offered the opportunity to disclose information about their disability at the point of registering on the course, and we did not see any evidence to suggest that Mr C was unaware of this. We found no evidence that the college tutor did not inform the other lecturers of Mr C's anxiety and we did not find any evidence of bullying. We did not uphold Mr C's complaints.