

## SPSO decision report

**Case:** 201702374, Glasgow Caledonian University  
**Sector:** universities  
**Subject:** complaints handling  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained about the university's handling of her complaint, in particular that the university did not deal with all elements of her complaint, did not use all the supporting evidence she supplied, and wrote selective responses to the concerns she raised.

We found that the university identified several key points of complaint, which related to the key points Ms C raised in her complaint to them. The university dealt with each of these points, and considered all supporting evidence Ms C provided. While the university may not have included in their letter to Ms C every detail of the supporting evidence they considered, they included what they believed would explain the reasons for their decisions. The university carried out a thorough investigation and also made recommendations to remedy Ms C's situation and to improve their service. Therefore, we did not uphold Ms C's complaint.