

## SPSO decision report

**Case:** 201702559, Glasgow Kelvin College  
**Sector:** colleges  
**Subject:** teaching and supervision  
**Decision:** not upheld, recommendations

### Summary

Mrs C complained on behalf of her daughter (Miss A) about a lack of support from the college around the time when Miss A decided to leave her course. In particular, she complained about a meeting between Miss A and her lecturer before Miss A decided to leave the course. Mrs C also complained about the college's response to her complaint.

The information available did not establish exactly what was said between Miss A and her lecturer during the meeting in question. Based on the evidence available to us, we did not uphold this aspect of Mrs C's complaint.

We found the college had reasonably responded to Mrs C's complaint and so we did not uphold this aspect of her complaint. However, we found that the college's complaints procedure was not fully compliant with the Model Complaints Handling Procedure, so we recommended that they address this.

### Recommendations

In relation to complaints handling, we recommended:

- The college's complaints handling procedure should be reviewed to ensure it is compliant with the Model Complaints Handling Procedure.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.