

SPSO decision report

Case: 201707870, Glasgow Caledonian University
Sector: universities
Subject: academic appeal / exam results / degree classification
Decision: not upheld, no recommendations

Summary

Mr C complained that the university's handling of his academic appeal was unreasonable. Mr C said that university staff marking his work were biased against him because of a previous disciplinary matter.

We found that the university acted in line with their Academic Appeals Policy and Procedure. In their response to Mr C's academic appeal, the university explained why Mr C's supervisor, who had given evidence in relation to the disciplinary matter, had been involved with the marking due to the need for supervisors to provide specific comments. They also explained that other staff, who had no involvement with the previous disciplinary matter, had been allocated to mark his work to ensure impartiality. In addition, an external examiner had reviewed Mr C's work and approved the mark awarded, as well as the overall degree classification.

We found that the university's handling of Mr C's academic appeal was reasonable. Therefore, we did not uphold Mr C's complaint.