

SPSO decision report

Case: 201800429, University of Edinburgh
Sector: universities
Subject: academic appeal / exam results / degree classification
Decision: not upheld, no recommendations

Summary

Mr C complained on behalf of his friend (Mr A) that the university failed to give reasonable consideration to the appeal he submitted on behalf of Mr A. Mr C complained that the university had failed to take account of, or give due weight to, the evidence he provided and that his correspondence had been ignored.

We found that Mr C's complaint had been dealt with in accordance with the Student Appeals Regulations. All of the available documentation and correspondence provided by Mr C had been carefully considered, but the view was taken that the terms for appeal had not been met. A letter was sent explaining this fully to Mr C. While it was clear that Mr C disagreed with this decision, there was no evidence to suggest that there had been failings or shortcomings in the appeal process. We did not uphold the complaint.