

SPSO decision report

Case: 201801854, University of the West of Scotland
Sector: universities
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Mrs C complained that the university did not inform her of an additional fee for her course. The university explained that the information supplied was for the postgraduate taught tuition fees but students are informed that an additional fee is required if the masters dissertation is completed. Mrs C was unhappy with this response and brought her complaint to us.

We found that the university reasonably communicated with Mrs C that further fees were due in order for her to complete the masters dissertation for her course. At the point she was accepted on the course, a link to funding information was provided which explained the separate fees for the taught element and the masters dissertation. When the university responded to Mrs C's query about the fees for the full-time postgraduate course, the information provided was accurate and detailed the cost of the taught element of the course. However, it would have been good practice to have provided further information about the fees for the masters dissertation, as it was relevant to the majority of students embarking on the course. We did not uphold Mrs C's complaint but provided feedback to the university on good practice.