

## SPSO decision report



**Case:** 201803596, The Robert Gordon University  
**Sector:** Universities  
**Subject:** special needs - assessment and provision  
**Decision:** some upheld, no recommendations

### Summary

Ms C began her studies and was given a laptop by the university to assist her. The laptop went on to develop a fault and Ms C requested a repair. The university established that she had been given the laptop without having completed the normal procedures for assessing students requirements for assistance and allocating funds. After lengthy correspondence on the issue and a complaint, the university acknowledged that Ms C had a legitimate expectation that the laptop would be repaired, despite the fact that the appropriate procedures had not been followed. However, there was further delay and Ms C did not receive equipment for some time. Ms C complained that there was an unreasonable delay in repairing the laptop and in handling her complaint.

Having looked at the correspondence, which included a further response to the complaint from the university and a refund of fees, we established that the university had acknowledged significant failings with respect to the handling of the complaint and the time it had taken to address issues with equipment. The university upheld these complaints and had indicated that it was taking actions to address how it handled complaints in future. We upheld these complaints but made no further recommendation for action by the university.

Ms C also complained that the universities request for medical evidence from her was handled unreasonably and that they unreasonably recommended she left the course. We reviewed the communications with Ms C and found the university acted reasonably, and therefore we did not uphold these aspects of Ms C's complaint.