

## SPSO decision report

**Case:** 201804250, University of St Andrews  
**Sector:** universities  
**Subject:** complaints handling  
**Decision:** not upheld, no recommendations

### Summary

Mr C, a lawyer, complained on behalf of his client (Ms A) regarding the university's handling of complaints she had made about an extra curricular programme provided by them. Mr C raised a number of concerns, the main points being that, Ms A had not been adequately consulted during the university's investigation, that the university had failed to disclose critical information, and that the university had failed to follow their complaints handling procedure.

We found that the university had reasonably followed their complaints handling procedure and had reasonably consulted Ms A during their investigation. Therefore, we did not uphold the complaints.