

## SPSO decision report

**Case:** 201804862, University of Strathclyde  
**Sector:** Universities  
**Subject:** teaching and supervision  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the university had failed to take reasonable action to inform students of class cancellations and failed to provide adequate alternative provision for the teaching that was not delivered due to industrial action. We found that the university had provided information about class cancellations as early as it could using the agreed internal messaging system for students. We found that the question of whether the proposed alternative provision was adequate to meet the needs of students was a question of academic judgement and was not something SPSO could investigate. Mr C had not raised the practical difficulties of attendance with the university, however, the university had made reasonable provision for the teaching that had not been provided due to industrial action. We did not uphold the complaint.