

SPSO decision report

Case: 201806418, University of Glasgow
Sector: Universities
Subject: teaching and supervision
Decision: some upheld, no recommendations

Summary

Ms C complained that the university failed to provide her with adequate support after the death of her parent. We found that the university had acted in line with their guidance in relation to this matter. We did not consider that the actions of the university in responding to Ms C's concerns were unreasonable. We did not uphold this complaint.

Ms C also complained that the university failed to provide her with appropriate information about applying for an extension for her dissertation around this time. We found that it was unreasonable that Ms C was only told on the deadline date for her dissertation that an extension would be granted. We considered that Ms C should have been provided with clear information about this at an earlier stage. We upheld this complaint. The university said that they had taken action to prevent this from happening in the future. We asked them to provide evidence of the action taken.

Finally, Ms C complained that the university provided inaccurate information about when her results would be available. We found that there had been some confusion about this issue and that the information Ms C was given should have been clearer. However, we did not find any clear evidence that Ms C was given inaccurate information and, on balance, we did not uphold this complaint.