

SPSO decision report

Case: 201806707, University of the West of Scotland
Sector: universities
Subject: communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

Mr C, a legal representative, complained on behalf of his client (Mr A) who was withdrawn from his course at the university. Mr C complained that the university failed to follow their academic engagement and attendance procedures in relation to meeting with Mr A to discuss his absences, and that the university had failed to consider all of the grounds of appeal.

We found that the university had emailed Mr A regarding his absences on at least five occasions, and had met with him to discuss his absences, prior to him being withdrawn from the course. We therefore considered that the university had followed the academic engagement and attendance procedures and we did not uphold this complaint.

We also found that it was clear that Mr A had the opportunity to present his appeal to the committee and that the committee had sight of documents submitted in support of the appeal. We did not uphold this complaint.