

SPSO decision report

Case: 201808095, University of Glasgow
Sector: Universities
Subject: teaching and supervision
Decision: some upheld, no recommendations

Summary

Mr C was required to complete three school placements as part of his secondary teaching course. Mr C complained that the university failed to provide him with appropriate support during his course and that, after he was deemed to have failed, they did not follow their normal procedure. He was also unhappy with the way the university carried out their investigation into his complaints.

The university said that they had given appropriate support to Mr C and dealt with his concerns and complaints in accordance with their stated procedures.

We found that the support given to Mr C was as required and stated in their guidance documentation. There was no evidence to suggest that he had been treated unfairly in relation to others and this complaint was not upheld.

In relation to complaint handling, we found that the university followed their complaints process in dealing with Mr C's complaints. However, there were delays (about which Mr C was kept informed) and some of which were unavoidable. Nevertheless on balance, on the basis of timescale alone, this aspect of the complaint was upheld but we made no recommendations.