

SPSO decision report

Case: 201810707, University of the West of Scotland
Sector: universities
Subject: communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

Ms C complained that the university did not carry out a reasonable investigation into her complaints. In particular, Ms C was concerned that the university did not take all the relevant evidence into account, did not interview all the relevant parties and did not follow the right policies/procedures.

We found that the university had reasonably followed their complaints handling procedure, considered all the relevant evidence and made reasonable attempts to interview the witnesses specified by Ms C. While we appreciated that Ms C disagreed with the university's decisions regarding her complaints, her disagreement with their interpretation of matters and their decisions is not, of itself, evidence of an administrative failing on their part. We considered that the university's investigations into Ms C's complaints were reasonable and did not uphold Ms C's complaint.