

SPSO decision report



Case: 201000815, Glasgow Caledonian University

Sector: further and higher education

Subject: complaints handling

Outcome: not upheld, no recommendations

Summary

Mr C complained that Glasgow Caledonian University failed to fully investigate his complaint about an incident in the student halls of residence when security staff alleged that Mr C and two other colleagues were fly posting for the student elections without permission. Having reviewed the university's investigation we were, however, satisfied that it was carried out in accordance with their own procedures and that, in light of the nature of the incident, it was a proportionate examination of the complaint.