

SPSO decision report

Case: 201004949, Stevenson College
Sector: further and higher education
Subject: admissions
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mrs C's son, Mr A, applied to the college for a place on an automotive engineering course. There was an apparent mix up with his application and he did not get a place. By the time this came to light, the course was full and Mr A was offered a place on another course. Mrs C complained to the college about the mix up and they apologised. However, due to paperwork having been mislaid, they were unable to explain what had happened.

Mrs C complained to us that the college had failed to investigate and explain the mix up. Our enquiries revealed that they had tried, unsuccessfully, to locate the missing paperwork. They advised us that they have since made changes to their application system to minimise paperwork being transferred between departments and to avoid a similar future situation. As we were satisfied that the college had fully investigated the matter in search of an explanation, offered an apology and taken appropriate remedial action, we did not uphold the complaint.