

SPSO decision report

Case: 201100710, University of Glasgow
Sector: further and higher education
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C was a student on a taught postgraduate course at the university. He complained that teaching hours, timetable and deadlines of assignments were altered from those in the course programme without reasonable communication.

We found from looking at the evidence provided by both Mr C and the university that the course documents made it clear that changes were likely to occur and that, in the main, it was a student's responsibility to regularly check particular sources for information. There was also evidence of reasonable communication with Mr C, by email, about assignments where the dates of these were changed. In addition, the university said it would ensure that information provided to students was clearer in future.

As there was not sufficient evidence to support Mr C's claim, we did not uphold this complaint.