

SPSO decision report

Case: 201202303, Edinburgh's Telford College
Sector: further and higher education
Subject: teaching and supervision
Outcome: some upheld, recommendations

Summary

Mr C complained that the college failed to respond to his complaints about the teaching staff on his course. We found that there were a number of shortcomings in the college's handling of Mr C's complaints. It took them too long to respond, not all issues he had raised were properly considered, and there was a lack of robust follow-up action to improve Mr C's learning experience. The college apologised unreservedly and reimbursed Mr C's fees.

Recommendations

We recommended that the college:

- provide update training to all staff involved in Stage 1 complaints handling.