

SPSO decision report

Case: 201303424, University of Edinburgh
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: not upheld, no recommendations

Summary

Ms C was a student at the university. She has learning difficulties, and whilst attending at the university there were a number of adjustments in place to support her in her studies. She said that during her third year her performance in a number of subjects was affected by health problems. She submitted a special circumstances claim asking the university to take these into account when determining her marks for the year. Ms C complained that the university failed to properly apply their policy and procedures when considering this claim and her subsequent academic appeal.

Whilst we found that the university could have recorded more detailed information about their consideration of Ms C's case, we were generally satisfied that they reached their decision having taken all the relevant information into account. We found that Ms C's special circumstances were not dismissed, but that the university took the view that Ms C failed to demonstrate that they had had a significant impact on her academic performance.