

SPSO decision report

Case: 201306145, University of the Highlands and Islands

Sector: further and higher education

Subject: teaching and supervision

Outcome: not upheld, recommendations

Summary

Ms C complained that the university had not responded to her emails about feedback, as she said what she was receiving was not adequate. The university investigated her concerns but did not uphold her complaints.

Our investigation found evidence that the university had not responded directly to every email sent but had addressed the matters raised through other means. We found that the university had conducted their investigation reasonably and, although they should have responded to emails, they had addressed Ms C's concerns and did not rely on inaccurate information in responding. Although we did not uphold Ms C's complaint, we made a recommendation.

Recommendations

We recommended that the university:

- consider introducing a policy to enable staff to better manage communications with students and advise us of the outcome of their consideration.