

SPSO decision report

Case: 201405307, University of Glasgow
Sector: further and higher education
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mrs C complained to the university that her son was not appropriately supported by them when he decided to withdraw from his masters course and complete a postgraduate diploma instead. She believed he was entitled to a refund of fees but the university refused his refund application. We considered the policies of the university and their investigation of her concerns. We found that the university had reasonably investigated and responded to the concerns, and had followed their policy in deciding not to make a refund.