

SPSO decision report

Case: 201504017, University of the West of Scotland
Sector: further and higher education
Subject: communication staff attitude dignity and confidentiality
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the university did not tell her sooner that the course she applied for was full. She also complained that the university did not deal with her application in line with their process, and about their handling of her complaint.

We found that the university told Mrs C that the course was full as soon as they knew this to be the case, which was the day after the school exam results were issued; it was only then that it became clear to the university that the course had no places available. We also found that the university followed the correct procedure in considering Mrs C's application, and when investigating and responding to her complaint. We did not uphold Mrs C's complaints.