

SPSO decision report

Case: 201504212, Edinburgh Napier University
Sector: further and higher education
Subject: accommodation
Outcome: upheld, recommendations

Summary

Miss C complained about the university regarding charges for repairs required to her previous accommodation. She disputed that she was responsible for the damage in question and was unhappy that she had not been provided with evidence to support the charges.

On investigation, we found that the university had failed to photograph the damage, in line with their procedures. We also considered that the level of detail recorded about the damage was insufficient to justify recharging the repairs. As such, we upheld the complaint.

Recommendations

We recommended that the university:

- apologise to Miss C for the failings identified;
- refund the charges for the repairs in question to Miss C and her flatmates; and
- review their inspection procedures and paperwork to ensure that adequate evidence is gathered to support rechargeable repairs.