

## SPSO decision report

**Case:** 201507484, University of Glasgow  
**Sector:** further and higher education  
**Subject:** student discipline  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained about a three-month suspension from her studies imposed by the University of Glasgow. As an overseas student, she felt that the suspension disproportionately put her visa at risk. She also said that it excluded her from all studies and access to her tutor, caused her to incur unnecessary accommodation and course fees and affected her access to health support services.

We considered that in relation to Ms C's suspension, the university had acted in accordance with their code of student conduct procedures. We noted that when either Ms C or her solicitor contacted the university during the period of suspension with concerns related to Ms C's visa or access to her tutor, the university took reasonable steps to address these matters. In addition, Ms C had access to support services at the university by appointment. We also noted that the university had apologised to Ms C for not clarifying that she could access her student accommodation during the suspension. However, we did not consider this a significant procedural failing and noted that Ms C chose to reside elsewhere at this time. We concluded that the university had fully investigated the consequences of the suspension for Ms C and made reasonable adjustments to the code of student conduct in respect of suspensions. We did not uphold Ms C's complaint.