

SPSO decision report

Case: 201508696, Student Awards Agency for Scotland
Sector: Scottish Government and devolved administration
Subject: handling of application
Outcome: not upheld, no recommendations

Summary

Miss C complained that the Student Awards Agency for Scotland (SAAS) unreasonably rejected her compelling personal reasons supporting her appeal for student funding.

We found that 'compelling personal reasons' was a phrase used by other student funding bodies and on websites giving advice on student funding, but it was not used by SAAS. Miss C had already been allocated all of the funding she was entitled to, and she did not meet the criteria for any funding concessions. Therefore, there was no further funding SAAS could award her. While Miss C was entitled to submit an appeal to SAAS, she did not meet their grounds for appeal and, therefore, her appeal was rejected by SAAS. We did not uphold Miss C's complaint.