

SPSO decision report

Case: 201604519, City Of Glasgow College
Sector: further and higher education
Subject: teaching and supervision
Decision: some upheld, recommendations

Summary

Mr C complained that the college unreasonably failed to deliver his course in line with the course criteria and that they failed to respond to his subsequent complaint in accordance with their responsibilities.

We were satisfied that the college acted in line with the Scottish Qualifications Authority criteria for Mr C's course, and we did not uphold this aspect of his complaint. However, we upheld Mr C's complaint about the way the college responded to his subsequent complaint as we found that the college did not communicate reasonably with Mr C in response to his requests for information.

Recommendations

What we asked the organisation to do in this case:

- Apologise to Mr C for failing to respond as required to his requests for information.

In relation to complaints handling, we recommended:

- Staff who are responsible for responding to complaints should recognise and respond appropriately to any information requests contained within complaints.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.