

SPSO decision report

Case: 201609608, University of Glasgow
Sector: universities
Subject: teaching and supervision
Decision: not upheld, no recommendations

Summary

Mr C was a student on a taught postgraduate course. He complained that he did not receive reasonable supervision during his dissertation research project. Specifically, Mr C felt that his supervisor should have emailed feedback to him, and should have intervened when he experienced difficulties with his project.

We found that Mr C did not raise any concerns about supervision during the course. The course handbook was clear that students were responsible for raising concerns as soon as possible. While students were also responsible for developing a level of independence in their project and laboratory work, they should not hesitate to ask their supervisor for advice when necessary. In addition, students were responsible for arranging meetings with their supervisor at least every two weeks, if not weekly, and for keeping clear records of meetings with their supervisor. The handbook is clear in terms of student responsibilities and being proactive; and specifies the role of their supervisor in providing course-related support when asked.

We found no evidence that Mr C's supervisor failed to act in line with the course handbook. Therefore, we did not uphold Mr C's complaint.