

SPSO decision report

Case: 201609703, Edinburgh Napier University
Sector: universities
Subject: special needs - assessment and provision
Decision: not upheld, no recommendations

Summary

Mr C, who had a long term medical condition, complained that the university unreasonably failed to put in place agreed reasonable adjustments for him when he was a student there. Mr C said that the university failed to comply with their duty to provide him with appropriate support and did not take into account how his medical condition affected him.

We found that the university had an appropriate policy and processes in place for supporting students with declared disabilities at the time Mr C studied there. We also considered that there was evidence that the university was responsive to the support Mr C required and the concerns he raised, and took reasonable steps to provide him with support and to put in place agreed reasonable adjustments. Therefore, we did not uphold Mr C's complaint.