

## SPSO decision report

**Case:** 201903883, University of Edinburgh  
**Sector:** Universities  
**Subject:** Policy / administration  
**Decision:** not upheld, no recommendations

### Summary

C, a solicitor, complained on behalf of their client (A) who was formerly an international student at the university. A had a history of health issues, which had impacted on their exam performance. A was excluded from the university as they had reached the exam attempt limit (under the UK Visas and Immigration Tier 4 Regulations) and the university did not consider that there were exceptional circumstances to grant a concession. A submitted an appeal against the university's decision; however, the university did not uphold the appeal. A remained dissatisfied with the decision to exclude them and C complained to SPSO.

C raised concerns about a number of aspects of the process followed by the university. These concerns related to the university's consideration of the medical evidence and immigration advice; the failure to offer A an interview during the exclusion process; and failure by the university to provide adequate reasons for their decision.

We did not find evidence of maladministration or service failure in the way the university reached their decision to exclude A. We did not uphold C's complaint.