

National Union of Students (NUS) Scotland submission of 10 August 2023

PE2000/D: Ensure universities are held accountable to students under consumer law

Thank you for contacting my NUS colleagues about the petition ***PE2000: Ensure universities are held accountable to students under consumer law.***

Also, please accept my sincere apologies for the lack of previous responses, and thank you for extending our response deadline.

In response to your question in the letter dated 20 April 2023 – yes, the National Union of Students would support a review into the complaints processes for higher education institutions, in order to empower students to properly hold them to account.

Our view remains that extending the remit of the Scottish Public Services Ombudsman to include students and universities is the most effective way of doing that.

Many universities have inadequate complaints processes and extending the remit of the SPSO would be a step towards creating a more equal playing field.

On behalf of NUS Scotland, thank you for your consideration.