

## Student Complaint

The University of Central Lancashire has some of the best support services in the country for students with disabilities. At any one time, there may be 20 or more students with impaired vision who are supported by the University so that they can complete their studies effectively and successfully. The University has worked with the RNIB for many years to help such students get the most out of their time at the University.

In September 1999, one student did not receive all the support he needed immediately at the start of the academic year. The student pursued this and a range of other grievances for over a year, until October 2001, when he accepted just over £8000 from the University as a settlement of all his complaints. This reimbursed the costs he had incurred whilst studying (including the cost of a laptop computer) and the legal fees he had run up with two firms of solicitors, and it included a goodwill payment to acknowledge the disruption to his studies.

An internal inquiry noted shortcomings on both sides. It acknowledged that the University could have acted more quickly in September 1999, but also pointed out that when the student received the support that was due to him, he did not use it all.

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