

Lessons learned - You Said We Did 2024-25

We have listened to your suggestions and ideas that have arisen through our complaints process, and we have worked hard to provide new and better services. Find examples below of what we have done as a result of your input during academic session 2024-25.

You Said	We Did
➤ You complained about unclear assessment feedback.	✓ A meeting was arranged to explain grading feedback and clarify the key factors influencing assessment outcomes.
➤ You complained about lack of academic support and guidance for assessments in modules outside your main subject area.	✓ Additional academic guidance and tailored support will be provided going forward for students taking interdisciplinary modules.
➤ You complained about printing fees on campus.	✓ Minimum charges for printing will be reviewed, and signage improved detailing costs.
➤ You complained about unclear information regarding student finance.	✓ Information regarding the payment of tuition fees has been updated to be clearer.