

# YOU SAID WE DID 2021/22

## LESSONS WE LEARNED FROM COMPLAINTS

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 2021/22.

### YOU SAID:

### WE DID:



You complained about the withdrawal process and communication regarding non-attendance.



A review was conducted of the process and communication of student withdrawals due to non-engagement. New Student Success Officer roles have been created to improve student engagement and retention within each of the University's academic schools.



You complained about an administrative issue when booking Advisory Service appointments.



A new internal process was implemented to ensure the administrative issue does not occur again.



You complained about unmoderated grades being visible on My Learning Space (MLS) before the moderation process was complete.



Processes have been put in place to ensure that pre-moderation results are not made available to students via MLS before the moderation process has been completed.



You complained about the processes involved in changing a name on the student records system and previous names still appearing shortly after updates.



The name change form has been updated for clarity to include a nominal timeframe, which will help inform those wishing to change their name informed as to when the system is updated.



You complained of visa extension delays due to lack of clarity in the information received.



The relevant guidance and procedures have been reviewed to provide more clarity surrounding the visa extension process.