

## You Said We Did 2014-15:

We have listened to your suggestions, ideas and complaints and we work hard to provide new and better services. Find examples below of what we've done as a result of your input.

You said that your room in one of our residences buildings hadn't been cleaned properly before the start of term.

We reminded the cleaner to make sure this was done.

You said that the assessment for one module on a particular programme had not been given out at the time stated in the module descriptor, but was a week late.

A week's extension was given to all students affected, and we confirmed that no students were disadvantaged by the delay.

You said that the programme which you had graduated from had not been accredited by the professional body.

We ensured that you weren't disadvantaged, and that communications and records of were kept fully up-to-date.

You complained that information about placements had not been provided in good time.

We have introduced a time limit for providing this information.