

You Said We Did 2020-21

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.

You Said

You complained about guidance and support across services in connection to the withdrawal process.

You complained about not being provided access to completed assessments for review (module specific).

You complained about the Student Disciplinary Board letters not giving enough clarity on some decisions.

You complained about student disciplinary process, in connection to information sharing and data protection.

You complained about programme content surrounding decolonisation of the curriculum.

You complained about missed counselling appointments and short notice cancellations.

We Did

The University reviewed its procedures for the transmission of information between different services.

Processes were put in place to ensure the work could be reviewed in a supervised and constructive manner (module specific).

We reviewed Student Disciplinary Board letters to ensure they provide fuller explanations of decisions.

Student disciplinary guidance was amended to provide clarity on information sharing / data protection policy.

A vision document on decolonising the curriculum is currently under development.

Additional staff training has been put in place and information is now provided to students prior to commencing sessions advising them of possible reasons for short notice cancellations. Additional information on how to request a 'change of counsellor' has also been included.