

## You Said We Did 2016-17

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 complained about terms and conditions for accommodation

These were reviewed and clarified.

You complained about delay in communicating a change in a particular policy

An apology was made and practices were reviewed.

You complained about a module handbook

The handbook was reviewed.

You complained about a programme

We reviewed it

You complained about the procedure for elective registration

We reviewed it