

You said, we did

The University is keen to learn from the complaints we receive. In response to your complaints we have taken a number of initiatives and actions to improve service, some of which are highlighted below:

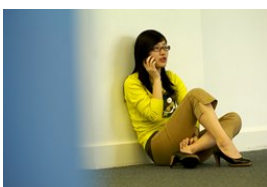


Dyslexia Support

You complained about typical dyslexic mistakes being highlighted on dyslexic student's exam scripts.

We issued clearer guidance to markers and changed the system to ensure that scripts from dyslexic students are more clearly highlighted.

[Find out more](#)



Fee related information

You complained about the lack of clear information related to pay per module fees refunds.

We have produced a clear policy which is now available on line

[Find out more](#)



Studentship payments

You complained about delays in receiving studentship cheques

We have streamlined the process and added FAQs to the Student Services webpages

[Find out more](#)



Confirmation of Acceptance for Studies (CAS) statements

You complained that Confirmation of Acceptance for Studies (CAS) statements were not updated automatically when fees were paid.

We have changed our system to ensure that the CAS Team are automatically notified when fees are paid.