

You Said We Did 2022-23

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 a lack of content warnings on potentially sensitive and triggering content in lectures.

You complained that complaints related to Abertay Online provision have not been responded to in a timely manner or in your preferred communication method.

You complained about noise levels by contractors undertaking work on campus.

You complained about assessment information given to incoming international exchange students before they arrive at Abertay.

You complained about confusion related to reading lists and how lecturers flag what is required reading or not.

We Did

We have reviewed ways to safeguard sensitive and potentially triggering topics in teaching and learning activities and communicated that to students.

We have planned additional training for Abertay Online complaint responders to improve the service delivery.

We have improved our communication with contractors on acceptable noise levels.

We have reviewed our pre-arrival information for international exchange students to improve the communication.

We have reviewed reading list formats to ensure a consistency of approach.