

<i>You said</i>	<i>We did</i>
You have to wait too long to get through to reception on the phone, and sometimes your call is not answered.	We are introducing a second line for reception, where overspill calls will be answered by a member of our admin team. We will also be trialling call backs for numbers that we receive missed calls from on reception. We are certain that with both processes in place, we will reduce wait times and calls will be answered in a timelier manner.
You don't receive any acknowledgment that your email has been received to our Office mailbox.	We are introducing an automatic response to our Office mailbox so you are aware that your email has made it to us.
You don't always get a response when you email our Office mailbox.	All emails sent to our Office mailbox are forwarded to the relevant member of staff to respond to. However, we appreciate you may not get an immediate response from the member of staff so we will be responding to all emails, sharing details of which member of staff your email has been forwarded on to.
The website needs updating.	We have completed a full audit of our website and are working to update all outdated sections as soon as possible. Many of these have already been updated, with the last few pages being completed early in the new year.
You aren't always aware of upcoming dates and events	We always try to give as much notice of dates and events as possible. To ensure greater visibility for the whole academic year, we will be adding all events to our website calendar in the new year.