WHAT TO EXPECT FROM US

BEFORE YOUR APPOINTMENT

- To book time with an advisor, please complete our online booking form, providing details about your issue and any relevant deadlines.
- You will receive confirmation of when we will respond within **2-3 working days**.
  Depending on your query, we will either:
  - Schedule an advice appointment, or
  - Provide tailored advice via email.
- If your query is outside of our expertise, we may signpost you to a more suitable service.
- We aim to offer appointments within 5 working days of your request, at busier times this may be longer. Please let us know of any days and times that you'd be unavailable for.

YOUR APPOINTMENT

- Your initial appointment will last up to 1 hour. It can take place in a private room at the Students' Union, via video call, or over the phone.
- In most cases, you will work with the same advisor throughout your case.
- During your appointment, your advisor will aim to:
  - Ask questions to understand your circumstances and tailor their guidance to your situation.
  - Manage the time to ensure a balance between listening to your concerns and providing information.
  - Explain relevant procedures and signpost options you may wish to consider.
  - Agree follow-up actions.
- To ensure all key areas are covered, your advisor may guide the conversation forward when needed.
- We will support you in exploring options available to you and the possible outcomes.
- If you choose to take a route that we wouldn't typically advise, we may not be able to continue supporting you through that process.

CASEWORK

- Case Records: We securely record meeting notes and email exchanges in our case management system.
- Confidentiality: We will not discuss your case with anyone outside the Advice Service unless you give us explicit permission, or in exceptional circumstances (e.g. where there is a risk of harm). For more details, please refer to our Confidentiality Policy.
- Support Process: Any follow-up work is typically managed via email rather than additional in-person or video meetings. Your Advisor will determine if follow-up appointments are suitable to your case.

- Your advisor may suggest tasks for you to complete (e.g. drafting forms/statements). We don't complete paperwork on your behalf, and our feedback is most useful once you've made progress on their completion.
- We are unable to provide statistics or data on outcomes on cases similar to yours
- Meeting Attendance: If you'd like your SU Advisor to attend a college or faculty meeting, let them know early. We'll try to accommodate, though availability may vary.
- Attendance at meetings: Advisors can attend meetings in a supportive role. Our role in these meetings is not to advocate, but to help a student feel more comfortable. This might be taking notes for a student, or making requests such as access breaks. We aim to meet beforehand to help you prepare and to discuss the process.

Typical response times:

- Emails: 2–3 working days
- Small/medium documents: 5 working days
- Large documents: up to 10 working days

COMPLETION OF SUPPORT

- The duration of our involvement will vary depending on the complexity and length of your query.
- In some cases, we may need to withdraw support. If this happens, we will inform you clearly and promptly. For more information, please refer to our Withdrawal of Service Policy as found in the Code of Practice.
- We welcome your feedback on our service — it helps us improve.

WHAT WE EXPECT FROM YOU

- Arrive on time for your appointment.
- Inform us if you are unable to attend or no longer plan to attend the appointment.
- Be honest when you tell us about your issue - we can only advise you based on what you tell us.
- Provide requested information which will help us with your case in a timely manner.
- Complete actions set out in meetings before attending future appointments.
- Treat all our staff with respect, politeness, and consideration.

If you do not match these expectations we may no longer be able to offer you advice as outlined in our Code of Practice

OUR POLICIES

- Code of Practice
- Confidentiality Policy
- Data Privacy Notice
- Equality and Diversity Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy