

# University of Law Students' Union Advice Centre User Agreement

The Student Advice Centre team are a part of the Students' Union.

We offer free, non-judgmental, independent advice & information to students. We also signpost students to the most relevant internal departments to access specialised services.

Please get in touch with us if you need advice on:

- Internal Student Complaints
- Academic & Disciplinary Appeals
- University of Law Disciplinaries & Investigations
- University of Law Student Policies & Procedures

The Student Union Advisers will not provide information, support or assistance outside of their field of competence.

Feel free to view our FAQ's.

[The University of Law Students' Union Advice](#)

## Accessing appointments

You can book an appointment via our website or by using the link below:

<https://outlook.office365.com/owa/calendar/StudentUnionAdvisor@ulaw365.onmicrosoft.com/bookings/>

Appointment availability is Monday-Thursday, 09:00 – 16:30 (excluding bank holidays and university closures). All meetings are virtual on Microsoft TEAMS and a 30-minute duration.

If you have an urgent query outside of operation hours, you can email [SUadvice@law.ac.uk](mailto:SUadvice@law.ac.uk) with a detailed description of the issue for us to get back to you.

Alternatively, other support services are:

- Wellbeing-(yourcampus)@law.ac.uk. For example: [wellbeing-moorgate@law.ac.uk](mailto:wellbeing-moorgate@law.ac.uk)

- [Moneyandhousingadvice@law.ac.uk](mailto:Moneyandhousingadvice@law.ac.uk)
- [visaadvice@law.ac.uk](mailto:visaadvice@law.ac.uk)
- [complaints@law.ac.uk](mailto:complaints@law.ac.uk)
- [Report + Support - The University of Law](#)

## What SU Advice would like you to consider:

- **Respect and Honesty:** The advice provided by our advisers is independent from the university, we operate a non-judgemental service and act in the best interests of students. We strongly suggest that you are as honest as possible with your case so that we are best equipped to support you.
- **Patience in busy periods:** At certain times of the year, or in certain advice areas there may be a higher demand than availability. We ask our students to bear with us and we will aim to assist you in the quickest possible time frames. We aim to respond to correspondence within 3 working days.
- **Engagement:** Co-operate in taking action, sharing information, and meeting deadlines.
- **Punctuality:** If you are more than 10 minutes late to your appointment, we may not be able to see you as we often have back-to-back appointments. If you cannot attend or know you will be late, we ask that you let us know beforehand to allow the appointment to be offered to someone else or the adviser's diary to be rearranged.
- **Contact us in good time:** The sooner you contact SU Advice, the sooner we can start preparing you for your appeal/investigation.
- **Effective communication:** Please keep us updated on developments with your case and notify us of any change in circumstances which may affect your case. Should your case be updated or resolved please inform the SU advice staff to help us use our time efficiently.

## Fair allocation of time and resources

University of Law Students' Union has thousands of members therefore, to ensure fair access for all we may put restrictions in place regarding the amount of time and resources that can be allocated to a single case.

Restrictions in your access to our service **or** termination/withdrawal of support can arise from:

- Excessive appointment bookings
- Excessive email communications
- Circumventing the booking system to speak with an advisor
- Excessive requests to review documentation
- Missed and inappropriate appointments
- Inappropriate requests

- Unacceptable behaviour

### **Excessive appointment bookings**

We ask that you do not book more than one standard appointment (of 30 minutes) at any given time without agreement from your Students' Union Advisor. Multiple or extended bookings made without agreement of the advisor may result in cancellation.

### **Excessive email communications**

We ask that you are responsible with email communications and do not excessively email your advisor or the Students Union. In the first instance where we deem the emailing to be excessive (eg. 3 or more emails at a time) we will inform you of this. This can also be based on several factors including service demand, reasonable adjustments, and case complexity. Should the excessive communications continue, the advisor holds the right to terminate the service.

### **Circumventing the booking system to speak with an advisor**

The SU Advice team operate on an appointment system and cannot guarantee that an advisor will be available should you attempt to contact us without booking an appointment; we ask that you avoid doing this where possible. We acknowledge there are times this may be appropriate but where such actions become repeated or excessive, we will communicate a warning, followed by termination of services should this continue.

### **Excessive requests to review documentation**

We ask that you are responsible when asking advisors to provide guidance, opinion and feedback on any completion of forms/documentation/responses you would like us to review. Submitting the same item for guidance, opinion, or feedback repeatedly, particularly if there is little or no change between drafts, can become excessive. In the first instance where we deem the requests to be excessive, we will inform you of what we will consider excessive moving forward. This will be based on several factors including service demand, reasonable adjustments, and case complexity.

### **Missed and inappropriate appointments**

You are responsible for your appointments, attending on time and bringing any relevant information. Missed and inappropriate appointments are any appointments where:

- You cancel an appointment less than 30 minutes prior to the schedule start time.
- You are more than 10 minutes late to an appointment without notice.
- You inform us of delays but there is less than 10 minutes remaining of your appointment.
- You book an appointment with no new information, questions, developments in the case or additional materials for review.
- You book an appointment for support when we have already informed you that we are not the appropriate service to access for the issue you are raising.

Two or more missed or inappropriate appointments in the life of a case may be deemed unacceptable. In the first instance we will inform you that any further missed appointments may lead to restrictions in your access to the service or in some cases you would be withdrawn from using our service. We will consider exceptions based on several factors including service demand, reasonable adjustments, and case complexity.

## **Inappropriate requests**

Include but are not limited to:

- Demands that staff undertake actions which we deem you to be able to take yourself.
- Requests for assistance that exceeds the expertise of advisors.
- Long term support demands that require substantial advisor time which could have a detrimental effect on the ability to provide an acceptable level of service to other service students.

## **Unacceptable Behaviour**

We acknowledge that from time-to-time you may find yourself in stressful or upsetting situations, this could cause you to act out of character. In many cases, we understand your anger is directed not at the Advice Centre but at the University or involved parties.

SU Advice Centre staff have the right to choose to end a threatening, abusive, or aggressive appointments. Similarly, if written or emailed correspondence is considered: threatening, aggressive, abusive, offensive, or emotionally blackmailing, you will be informed that any further correspondence of that nature will not be tolerated.

Where it is felt that the behaviour of a client under either of the above categories is adversely affecting the work of the SU Advice Centre and the service to other clients, a decision may be made to deny contact with that client immediately.

## **Feedback and Complaints**

The Student Advice Centre welcomes all feedback on the service we provide.

Our aim is to provide a high standard of service to all service users – if we fail to do this, we want to know about it. This enables us to resolve any specific problems and learn for the future to prevent it happening again.

If you have accessed the service, please complete a 2-minute satisfaction survey using the link below.

<https://forms.office.com/r/P9WmMbuzGa>