UCL Student Disability Services

Non-Medical Help (1:1 Specialist Study Skills Tutorials and ASD Mentoring)

Cancellation and Complaints Guidance

1. Booking and Cancelling Sessions

Your first session of study support will have been booked at a time/date suitable for you to attend.

Subsequent sessions of support can be booked directly with your tutor/mentor during sessions or by contacting your tutor/mentor by phone and/or email. Alternatively, you can book sessions of support by emailing disability@ucl.ac.uk or phoning 020 7679 0100 with an idea of your availability and some suggested times/dates.

If you need to cancel or re-arrange a session of support, please let Student Disability Services and/or your tutor know as soon as possible, giving a reason for the need to cancel/re-book. If your study skills sessions are funded through the DSA, this allowance will not generally meet the cost of cancelled support sessions if the cancellation is made with more than 24 hours’ notice.

When students cancel at the last minute or fail to turn up to sessions without warning, this means that the slot is ‘wasted’ as it cannot be offered to another student at short notice. However, there are occasions when an emergency or an illness means you cannot attend a tutorial. Please let Student Disability Services know as soon as you can. If your support is funded by the DSA you may find that your funding provider is unlikely to fund more than 2 missed sessions per term.

2. Concerns and Complaints

If you have a concern about any aspect of support sessions these are the steps you can follow:

- If you feel able to, discuss your concerns with your tutor/mentor. They will offer you the opportunity to review and evaluate the sessions you have received and discuss any changes which you propose.
- If you feel unable to discuss your concerns with your tutor/mentor, contact David Walmsley, Head of Student Disability Services (d.walmsley@ucl.ac.uk) with an outline of your concerns.
- You can also access the UCL Student Complaints Procedure, which covers all aspects of student experience at UCL. https://www.ucl.ac.uk/srs/academic-manual/c1/complaints
- If you require support during any aspect of this process and would like to speak to someone external to Student Disability Services you can contact UCL’s Student Mediator or UCLU Rights and Advice Centre