

APPENDIX TWO: SUPPORT PROVISION

1: STUDENTS' UNION UCL ADVICE SERVICE

<http://studentsunionucl.org/help-and-advice/advice-service>

The Students' Union offers a free and confidential advice service to all students currently registered at UCL, prospective students, students taking a break from their course and students who have recently completed their studies. Whether you are an undergraduate or postgraduate, from UK or overseas, straight out of college or returning to study, the Advice Service provides support that is tailored to meet your specific needs and help guide you through any problems.

The service is staffed by fully trained, experienced and non-judgmental advisors who work to empower all UCL students to make informed decisions and get the best resolution possible in every situation. The team advise on a wide range of subjects; including academic issues, housing and accommodation, personal safety, employment, money and debt.

The Advice Service works to inform support and advocate for UCL students. The advisors offer neutral advice, without bias and influence of any outside organisations (including the University itself). The team will be open and honest with you at all times, working hard to make their advice easy to understand and their service simple to access for all.

With regard to Complaints, the Advice Service team can:

- Tell you more about the procedures, what to expect and what is expected of you
- Assist you in drafting your statement, deciding on the evidence you need to collect and putting together a strong case
- Accompany you to a meetings (this is usually formal Panel meetings rather than informal discussion meetings, but the advisor can discuss this with you individually)
- Advise you on how you can take your complaint forward outside of UCL if you are not satisfied with the response from UCL

The advisors work all year round, including the Easter and summer breaks, so you can get in touch at any point in the year. The service aims to reply to enquiries as soon as possible, and in any event within a maximum of 5 working days. Every effort is made to prioritise urgent matters with upcoming deadlines wherever possible.

You can contact the Advice Service using the online contact form (<https://studentsunionucl.org/forms/contact-advice-service>) or by emailing su.advice@ucl.ac.uk. Please include your name, student number, a brief outline of your issue and any upcoming deadlines or meeting dates.

You can also book an appointment by telephone on 020 3549 5232.

The Students' Union Advice Service Reception is open Monday-Friday from 10:00-16:00 and is located on 1st Floor, 25 Gordon Street, London WC1H 0AY. A drop-in session is also offered on Wednesdays from 10:00-13:00 for quick queries (15 minute appointments are offered on a first come first served basis).