

## APPENDIX TWO: SUPPORT PROVISION

### 1: STUDENT MEDIATOR

<https://www.ucl.ac.uk/student-mediator/what-student-mediation>

Various life and academic experiences can cause conflicts between students, staff and the university. Many issues and misunderstandings can often be quickly and confidentially resolved via mediation, without a need for the process to become 'formal'. Although not for everybody or suitable and for all types of complaints, mediation can help to resolve many types of disputes.

Examples of the kinds of situations in which a student may wish to contact the Student Mediator are:

- You feel that UCL processes or systems have failed in your case or been unfairly applied.
- There is a personality clash between you and a tutor or academic supervisor.
- You have fallen into a dispute with friends or classmates.
- You have fallen into a dispute with a UCL employee.
- You find yourself in a difficult working environment.
- You feel that you are unable to communicate your problems to anyone.
- You believe yourself to be the victim of bullying and/or harassment.

The Student Mediator is not able to intervene in matters of academic judgment, as opposed to errors or failures of process, or unfair application of them.

You may also approach the Student Mediator for general advice in terms of how to pursue a complaint and to find out what options are available. If you feel that mediation is not appropriate for you and your situation, the Student Mediator can also give impartial advice on how to proceed with a formal complaint.

To arrange an appointment with the Student Mediator, please email [studentmediator@ucl.ac.uk](mailto:studentmediator@ucl.ac.uk) with:

- Your name
- Degree programme
- A brief outline of your issue
- When you would prefer an appointment and your availability for the coming week

<https://www.ucl.ac.uk/student-mediator/contact-us>

## 2: 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](mailto: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 1<sup>st</sup> 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).