**Union Advice Case Form**

Students wishing to access Union Advice should complete the below form and return it via email to unionadvice@city.ac.uk.

**The General Data Protection Regulations 2018**

Under the General Data Protection Regulations 2018 we are requesting your consent to process and record information relevant to your case or enquiry in order to create a case file. This case file will be confidential and enables us to assist you with your case or enquiry and to ensure that we are providing the best advice, information and support based on an accurate understanding of your circumstances. It also enables us to provide you with follow up advice should you need to contact the service again.

We also use some of the data for statistical purposes to help us identify trends and to assess and improve the performance of our service. Therefore, we are also requesting your consent to use some of the information to identify trends and assess the performance of our service.

Please rest assured that any information you share will remain confidential and will not be shared with any 3rd parties without your consent unless we are required to do so by law. Your information including any correspondence will be confidentially stored within our Union Advice service and on our secure case management system Advicepro.

Please note that you can still receive advice from our service if you do not grant consent. You also have the right to withdraw consent and ask us to remove your details at any time by contacting us by email at unionadvice@city.ac.uk. Union Advice operates as part of City Students’ Union and the Union’s Data Protection Policy can be found [here](https://www.citystudents.co.uk/pageassets/about-us/policy/Data_Protection_Policy_100418.pdf).

**Section A – Consent**

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| --- |
| **I agree that Union Advice can use the information I provide to create a confidential record of my case/enquiry.** **Please state YES or NO in the box below** |
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| **I agree that Union Advice can use some of the information I provide for statistical purposes to identify trends and assess and improve the performance of the service they provide to students.** **Please state YES or NO in the box below** |
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| **I agree that Union Advice can email me a survey to provide feedback about the service I received.** **Please state YES or NO in the box below** |
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**Section B**

Please complete this section. Information you provide on this page will be used to create a confidential record of your case and to ensure we know your circumstances and can provide accurate advice.

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| --- | --- | --- | --- |
| **Name:** |  | **Student Number:** |  |
| **Email:** |  | **Phone:** |  |

|  |  |
| --- | --- |
| **Course Title:** |  |
| **School:** |  |
| **Year of Study (1st , 2nd, 3rd etc):** |  | **UG / PGT / PGR:** |  |
| **Home / EU / International** |  | **Full Time / Part Time / Distance:** |  |

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| **Please tell us why you are contacting Union Advice:***(Please put an ‘X’ in the relevant box)* |
| **Academic Misconduct:** |  | **Appeals** |  | **Extenuating Circumstances** |  | **Disciplinary** |  | **Complaint** |  |
| **If other, please state main reason:** |  |
| **Please outline the nature of your issue below:***Please include details of any communication you have had already from the University, and/or meetings you have held or been invited to.* |
|  |

Union Advice encourages you to attach all relevant information or documentation including any communications from the University about your situation to this form to ensure the advisor is able to review this information before any appointment or advice is given.

**Section C**

We can provide accurate advice without you completing this section. However, it would be helpful for us to understand better who uses our service and to try to ensure that our service is accessible and meets the needs of all students. Please feel free to share only what you are comfortable with.

**Service Awareness**

|  |  |
| --- | --- |
| **How did you hear about us?** |  |

**Gender**

|  |  |  |  |
| --- | --- | --- | --- |
| **What gender do you define into (if any)** |  | **Do you have preferred pronoun?** |  |

**Nationality**

|  |  |  |  |
| --- | --- | --- | --- |
| **What is your nationality** |  | **Is English your first language?** |  |

**Health and Disability**

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| **Do you consider yourself to have a physical or mental disability or long-term health condition?** |
| **Yes: Please specify below** | **No** | **Prefer not to say** |
|  |  |  |

**Ethnicity**

|  |
| --- |
| **Please put an ‘X’ in the box next to how you self-define:** |
| Asian or Asian British Bangladeshi |  | Mixed White & Asian |  |
| Asian or Asian British Indian |  | Mixed White & Black African |  |
| Asian or Asian British Other Background |  | Mixed White & Black Caribbean |  |
| Asian or Asian British Pakistani |  | Mixed Other Background |  |
| Black or Black British African |  | Romany, Gypsy, Traveller |  |
| Black or Black British Caribbean |  | White British |  |
| Black or Black British Other Background |  | White Irish |  |
| Chinese |  | White European |  |
| Eastern European |  | White Other |  |
| Middle Eastern/Arab |  | Prefer Not to Say |  |
| If your ethnicity is not listed please tell us what best describes you: |  |