

# Union Support Service User Agreement

The Union Support Service provides independent advice and information on a range of issues related to your academic experience. We are independent from the City, University of London, and are able to offer impartial and confidential academic advice.

As a user of our service, we ask that you familiarise yourself with the way in which we work. This document outlines what you can expect from us, and what we expect from you as a user of our service.

When using the Union Support Service it should be understood that you are entering into this agreement.

## What you can expect from the service:

- We will respond to emails within three working days and let you know if it takes us longer to provide you with a full response.
- We are a confidential service, which means we will not share information about you or your case with anyone outside of the service without your permission. For more information, please see our confidentiality policy.
- We will provide you with a range of options based on the University's regulations and the advisor's experience. As an impartial service we will not normally advise you to take a particular route, but will help outline the consequences of each possible decision and support you to make your own choices.
- We will support and empower you to take control of your situation, by providing you with the advice and information you need to resolve your issue. We will not usually act on your behalf, but will support you to take action yourself.

## What we expect from you:

- The service encourages you to take responsibility for your studies. This means we expect you to write your own statements and correspondence, and speak for yourself in meetings and hearings. We'll make sure you feel confident to do so by providing you with guidance, support and feedback every step of the way.
- In order for us to provide accurate and relevant information, we need to know all of the facts and information surrounding your circumstances. We appreciate that your circumstances can include sensitive information. We are mindful of this and whatever you tell us will remain confidential.
- In order for us to continue to advise you appropriately we need to be updated with any developments in your situation. The University will communicate with you directly, so please keep us informed throughout the duration of your case.
- We ask that you be patient when corresponding with your advisor, who will be managing a high number of other urgent cases alongside yours. If you are waiting for an email response or call back, please bear this in mind and allow your advisor reasonable time to respond.
- We ask you to attend all appointments and always inform us if you need to cancel or change the time. If you arrive late for your appointment, we may need to offer you a shorter slot or reschedule.

## **Equal Opportunities**

The Union Support Service (USS) is committed to promoting and developing equality of opportunity for all Union staff, students, members and visitors by prohibiting all forms of discrimination, harassment and incitement to discriminate or harass. The USS aims to create an environment whereby students, staff, members and visitors are treated fairly and equally. Please find our Equal Opportunities Policy on our website.

## **Feedback**

We recognise that feedback from our users enables us to develop as a service. All users will be sent a feedback survey which can be completed anonymously. Ad hoc feedback and suggestions can also be sent to [unionadvice@city.ac.uk](mailto:unionadvice@city.ac.uk)