

STUDENTS' UNION ADVICE SERVICE

Why can't I see / speak to an adviser straight away?

We are currently offering a reduced advice service due to temporary staff restructuring. We appreciate that your issue is extremely important to you and we aim to respond to all advice queries as soon as possible within 5 working days. Please note:

- ❖ We currently have 1 Academic and Welfare Adviser covering the Students' Union Advice Service.
- ❖ We operate on a first come first serve basis and often have follow up work which involves looking into students' cases and responding with further advice.
- ❖ It will be more beneficial if we give you the time that you need and see / speak to you at our earliest opportunity which may not be straight away, so that we continue to deliver high quality, accurate advice that is not rushed.
- ❖ We are trained in prioritising advice cases. We do not deal with emergencies. We prioritise 'urgent' cases above those that can wait such as those with deadlines in next few days / weeks.
- ❖ If you email us, please ensure that you leave a contact telephone number and outline the key facts of your issue clearly.
- ❖ We are not always able to answer the advice line due to appointments, drop-in sessions and follow up work, however we check for messages regularly throughout the day.
- ❖ If your query is related to one of the academic regulations / procedures you may wish to visit the rules and regulations page on the University website found at www.gre.ac.uk/students/regs. You can read the relevant regulations before you meet with an Academic and Welfare Adviser.
- ❖ Still not happy with waiting? You may wish to contact your Personal Tutor for academic advice or your local CAB (Citizens Advice Bureau) by visiting www.citizensadvice.org.uk for welfare advice. For a full list of academic and welfare contacts, please email us or visit the Students' Union reception to request a copy of the leaflet.

We thank you in advance for your understanding.

Students' Union Advice Team

Email: suugadvice@gre.ac.uk

Advice Line: 020 8331 8057

Web: www.suug.co.uk/welfare