

Student Care Statement

The Students' Union's Advice Centre offers confidential guidance and support to all Royal Holloway students on a range of issues but with particular specialist advice and support in academic and housing issues. With qualified Mental Health First Aiders we are also able to offer support and signposting in respect of students' general wellbeing and mental health.

The Students' Union's values are core to this service, ensuring that the support we provide is student focused, high quality, inclusive and trustworthy. The service is free and accessible to all students. Crucially it is independent and therefore free from any form of influence from the University or any other third parties.

Our Advisors take a friendly and impartial approach, working hard to achieve the best outcome possible for every student. We offer a safe space for you to talk about your concerns and work with you collaboratively to find the best course of action. Our Advisors will be honest and transparent with you about possible outcomes and what may not be feasible.

We treat each student as an individual and listen to your concerns carefully so that we can offer you the most appropriate advice. We specialise in offering academic and housing advice, however, we're happy to listen to anything you're worried about and may refer you onto another appropriate service which may be more helpful with the specific issue you're facing.

If you can't attend an appointment, please email us on advice@su.rhul.ac.uk to cancel, so that we can offer the appointment to another student.

After your appointment, within 48-hours, we will email you to summarise what we discussed during the appointment and the agreed action plan. We will send you a follow-up email two weeks later to see how you're getting on. If we don't hear back from you we won't attempt to contact you again.

The Advice Centre is committed to providing a confidential service. Please see our Confidentiality Policy for more information.

Our advisors endeavour to provide you with the best service possible but will not tolerate any forms of abuse, threatening behaviour, dishonesty or deception, and repeatedly missed appointments. Should such instances occur, we may have to withdraw our service.

Have a look through the resources on our website for more information that may help you and if you would like to book either a face to face or telephone appointment, please email advice@su.rhul.ac.uk or give our Helpdesk a call on 01784 276700 alternatively you can pop in to the Helpdesk to book an appointment in person.