

Leeds Trinity Students' Union Student Advice Service Agreement

This document explains how our Student Advice Service works, what you can expect, and what we ask from you.

1. What You Can Expect from Us (Our Commitment to You)

We aim to provide a professional, impartial, accessible, and supportive advice service.

We will:

- **Respond** to all advice requests within **2 working days**, depending on demand.
- **Offer appointments** within **5 working days**. During busy periods, such as exam or assignment deadlines, response or appointment times may be longer. We will notify you of any delays and prioritise urgent matters where possible.
- **Support urgent issues:** If your situation is urgent (for example, a time-sensitive academic or welfare issue), please let us know when contacting us. We will do our best to provide faster support or direct you to an appropriate service.
- Provide clear, accurate, and impartial advice.
- **Keep your personal information confidential**, unless we are legally required to share it.
- Treat you with respect, fairness, and without discrimination.
- **Communicate clearly about timelines:** You will receive confirmation of your request and, if necessary, an estimated timeline for when we can respond or schedule an appointment.

2. What We Can Help You With (Our Areas of Advice)

We provide advice, guidance and signposting on a range of issues, including:

- **Academic advice-** appeals, misconduct cases, progression, exams, fitness to practise, fitness to study and assessment issues.
- **Housing advice-** reviewing tenancy agreements, deposits, landlord disputes and signposting.
- **Money advice signposting-** information and referrals to support services for student finance, hardship funds, budgeting, and debt advice.
- **University processes-** complaints, disciplinary matters and policy guidance.
- **Mental health & wellbeing signposting-** connecting you to support services such as counselling, health, and disability support.

- **Sexual health signposting-** Information on support services for your sexual health.

(Note: we cannot provide legal representation, financial loans, or act as decision-makers for the university.)

3. What We Ask from You (Your Responsibilities)

To help us support you effectively, we ask that you:

- Communicate with our staff in a respectful and courteous manner.
- Provide honest and accurate information so we can give the best advice possible.
- Attend your appointments on time or let us know if you need to cancel.
- Understand that our service has limits: we provide advice and guidance, but we cannot provide legal representation, financial loans, or act as decision-makers for the university.

4. Confidentiality & Data Protection

- Your information will be treated as confidential.
- We will not share your details with anyone outside the service without your consent, except where:
 - We are required by law, or
 - There is a safeguarding concern (risk of harm to yourself or others).

5. Accessibility & Inclusivity

Our service is **open to all Leeds Trinity University Registered students.**

- If you have accessibility needs (e.g., interpreter, wheelchair access, or other adjustments), please let us know so we can support you.

5a. SU Advice Service opening hours

- **Tuesdays, 11am–2pm** – Drop-in or book an appointment at Horsforth Campus
- **Wednesdays, 10am–3pm** – Online appointments only
- **Thursdays, 10am–2pm** – Drop-in or book an appointment at City Campus
- **Fridays, 10am–3pm** – Online appointments only

Book an appointment

Email us at SUAdvice@leedstrinity.ac.uk and we'll set up a 30-minute slot for you.

5b. Support After Graduation

- Our advice service is primarily for current students. Graduates may be able to access support for a limited time up to **3 months** after graduation. After this period, we may refer you to external services for ongoing support.

6. Boundaries of the Service

- We are here to advise and support you, but the final decisions about your academic, financial, or personal matters are always yours to make.
- If your issue is outside our scope, we may refer you to another service (e.g., legal aid, counselling, money advice, sexual health advice).
- We reserve the right to withdraw support if a student behaves in an abusive, threatening, or consistently disruptive way.

7. Emergencies & Crisis Support

We are **not an emergency service**.

If you are in immediate danger or distress, please contact:

- **Emergency services**- dial 999
- **University security**- 0113 283 7203 / 07860 383 434
- **24/7 mental health crisis helpline**- Samaritans- 116 123

8. Feedback and Complaints

- If you feel we have not met our commitments, you can provide feedback or make a complaint. Please see [our complaints procedure](#) for more information.
- We welcome constructive feedback to improve our service!