



Students' Union Student Advice Centre - Client Charter

The Students' Union Student Advice Centre offers a free, confidential and impartial service, independent of Sheffield Hallam University.

What you can expect from us:

- Polite and respectful staff
- We will treat everyone as an individual and every case is dealt with based on its own set of unique circumstances
- We will help clients to explore all the options and possible outcomes of their case but we will not make decisions for you or tell you what to do
- We will aim to empower students to resolve their own issues so that they gain the skills they will require beyond university
- Confidentiality - we will not discuss your case with anyone outside the service unless you give us express authorisation to do so, or in very specific circumstances, e.g. where there is a risk of harm - please ask to see our confidentiality statement for more details on this

If we match or exceed these expectations we would love to hear from you. You will be contacted with a request to complete a survey about your experience - if you do not wish to be contacted please let a member of staff know.

If at any point we do not meet these expectations, please do let someone know or ask to speak to the Advice Service Manager. You can also give us ideas for improvements through the survey.

What we expect from you:

- Arrive on time for your appointment or inform us if you are unable to attend
- Be honest when you tell us about your issue - we can only advise you based on what you tell us
- Provide requested information which will help us with your case in a timely manner
- Treat all our staff with respect

If you do not match these expectations we may no longer be able to offer you advice.

For further details on our policies and procedures please ask a member of staff.