

# Arts SU

# Advice Service Handbook

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Owner - Advice Service Manager

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## Introduction

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This 'Advice Service Handbook' is intended to be used as a reference to detail how we deliver advice at Arts SU.

The 'Advice Service Handbook' should be read in conjunction with the Arts SU Staff Handbook and other SU Policies.

### Scope

The policies and guidelines in this document are not intended to give rise to contractual rights obligations, or to be considered as a guarantee of employment for any specific period or type of work.

All Human Resources policies for Arts SU are established by the Trustee Board, which has delegated authority to the Chief Executive Officer and Senior Leadership Team, who in turn delegates authority for administering specific policies to managers and coordinators.

Employees should consult their respective line managers for additional information where required.

### Reviewing the Advice Service Handbook

A review of the entire handbook will be conducted on an annual basis as part of the service review. Responsibility for this rests with the Advice Service Manager.

### Our Service

The Advice Service exists to provide support and information, completely independent from UAL. The Service is **free, confidential** and **non-judgemental**.

The Advice service operates primarily from the Arts SU office on 1<sup>st</sup> floor of 272 High Holborn, London, but advisors may also operate from any of the other UAL locations at appropriate times.

Advisors offer a professional service to provide accurate information on the options available to students and how best to access them.

The service provides advice and support on the following areas:

- Academic Misconduct;
- Academic Appeals;
- Attendance processes (Suspension and/or Withdrawal);
- Bullying, Harassment and Sexual Violence;
- Complaints;
- Extenuating Circumstances;
- Preparing evidence for UAL processes;

- Student Disciplinary process and panels;
- Health Wellbeing and Support to Study panels;
- Formal 'Time Out' processes;
- Preparing a case to take to the Office of the Independent Adjudicator (OIA).

We provide housing advice, including

- Contract checking
- Private housing advice
- UAL and private halls provider disputes

We encourage students to contact us if their query falls outside of these areas as we signpost to other services within the university and other organisations as appropriate. We can identify if their issue may also impact upon an area of which we can advise on.

### **Client Groups**

The advice service is available to the following groups of students -

- All current students registered at the University of the Arts London, including all constituent colleges and students of partner institutions.
- Prospective students who have a conditional/unconditional offer of a place to study at any of the above.
- Recent students (within 3 months) of the above who either have an ongoing case which is not yet resolved, or who are looking to bring an appeal or complaint regarding something that occurred whilst a student.
- Relatives, friends and teaching staff who seek advice relating to a student when the student cannot seek advice themselves. In these circumstances we would request a student's consent to break confidentiality as per our Confidentiality Policy.

## Organisation / Management Structure

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The Advice Service sits within the Membership Services Team. This team will work together, with elected officers, to flag and resolve the structural issues students face.

Student Advisors are line-managed by the Student Advice Manager, who in turn reports to the Deputy Chief Executive (Membership).

The Deputy Chief Executive (Membership) sits within the Senior Leadership team and reports directly to the Chief Executive Officer of Arts SU.

A copy of the full organisational structure can be found in the appendix.

Staff with safeguarding concerns or any other serious concerns about a particular student or case should follow these lines of authority, with each subsequent position assuming responsibility in the event of any absence or unavailability. The full safeguarding policy can be found in the appendix.

### Independence

The sovereign body of Arts' SU are its All-Student Forum's and its elected officers. The service's independence is guaranteed through the Board of Trustees which clarifies the relationship between students, their elected representatives and staff.

### Affiliations/Memberships

To carry out its work, the Advice Service may ask the SU to affiliate to various organisations to further its work. These include (but are not restricted to):

- Advice UK (the umbrella body for UK Advice Services)
- National Union of Students (NUS)
- National Homeless Advice Services (NHAS)
- University of London Housing Services (ULHS)

### Resourcing

The Student Advice Service Manager meets regularly with the Deputy Chief Executive (Operations and Services) and Deputy Chief Executive (Membership) throughout the year to review service needs and adjust levels of resources and provision.

## **Financial Controls**

The SU has comprehensive financial policies which governs transactions made by the Advice Service. The Union's accounts are externally audited each year. Day-to-day control of the budget rests with the Advice Service Manager.

## **Service Limits / Ethos**

The service exists to provide independent advice to students, to enable them to make informed decisions and to maximise their chances of gaining their desired outcomes.

Queries will always be dealt with in an impartial, non-judgemental fashion.

The Advice Service will always endeavour to present information clearly and honestly.

Advisors will, as far as practicable, present students with options and encourage them to take their own informed decision.

The Advice Service will always endeavour to advise and support students, whether directly in subject areas that are covered by the service, or through onward referral or signposting to other agencies or sources of information.

Although it will always be preferential for students to represent themselves, where appropriate or necessary the Advice Service can negotiate or advocate directly on students' behalf – client consent must always be gained to do this.

The Service is not an emergency service – students with emergency needs should be signposted to appropriate outside agencies such as the police or the NHS.

## **Equal Opportunities**

Arts SU is actively committed to a policy of equal opportunity in its activities, employment practices and service provisions for our members.

Arts SU will not discriminate on grounds of sex, gender identity, marital status, nationality, race/ethnicity, colour, disability status, medical condition (including HIV/AIDS status), trade union activity, sexual orientation, age, language, family responsibility, socio-economic background, religious belief or political belief or activism.

Please refer to the full policy on Equal Opportunities in the appendix.



## Service Organisation

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The Advice Service operates on a core hours approach.

The Advice Service usually operates 10am – 4pm Monday – Friday, except when the union is closed.

During this time students may get in touch in a number of different ways, depending on their own preference and circumstances.

Some students may present as a crisis or feel themselves to be in crisis.

Crisis is defined in this instance as when a student is, or may reasonably be suspected of being:

- At risk of harming themselves or others;
- Unsafe in their home;
- Homeless or at imminent risk (within 24 hours) of being made homeless;
- Threatened with bailiffs.

In these instances please contact a member of the Arts SU Safeguarding team or the UAL safeguarding team for support.

If students are not in immediate crisis but need support, front of house staff or other SU staff helping them should do what they can by either

- Helping them to get in touch with Arts SU advice if it is an area covered by the Advice Service, highlighting that urgent issues will be given priority within available capacity.
- Signposting them to onward help, whether via UAL services (such as Student Services, Finance, Visa & Immigration, or externally (please refer to the Signposting policy and resource in the appendices).

### Email

Students can contact the Advice Service via email at [advice@su.arts.ac.uk](mailto:advice@su.arts.ac.uk) with a question/query or to request support.

The email is monitored during core hours and all emails will receive a reply within 5 working days (although this will often be sooner).

Emails will be responded to in order of receipt unless they are outside an individual advisor's competency level. If this happens the email should be left for another advisor to pick up or forwarded to the Advice Service Manager.

Occasionally, a later email may be prioritised if an advisor knows the enquiry is urgent or time sensitive – however this cannot be guaranteed, and it is every student's responsibility to seek support in a timely basis to ensure deadlines can be met.

## **Appointments**

Appointments can be booked online using the online booking system.

Appointments are available for students to speak to advisors. These are reserved in 30-minute slots and can be in-person, online, or by phone. Service users will be required to select their preferred contact method at the time of booking.

The appointment booking system is primarily intended for students with new queries or cases, rather than ongoing cases, which can more easily be requested direct with the case handler.

Advisors will always prioritise appointment slots within their calendar and workload, and should arrange other work around these. It is the responsibility of advisors to manager their time effectively to achieve this.

Students can be accompanied to an appointment by a friend, partner or family member, but should always arrange this with an advisor beforehand.

## **Phone**

Students can call the main SU phonenumber on 020 7514 6270 with enquiries, this number is monitored during working hours only.

However, this is not the recommended route for accessing support – email or appointment booking is the preferred and recommended route as this goes directly to Advisors. All phone queries are forwarded to the advice team by email and will be answered in chronological order as outlined above.

## **Drop-in sessions**

Drop-in sessions may be offered during the academic year and will be promoted as such. Drop-ins will always be allocated on a 'first come first served' basis.

These may be in-person or virtually using online meeting tools like Zoom or MS teams (guidance for accessing virtually will be available on the website).

Drop-in sessions are usually most appropriate for students who have not accessed the service before as this enables an advisor to establish the most appropriate way forward.

Sessions should last for up to 20 minutes.

Students are welcome to be accompanied to a drop-in session by a friend, partner or family member – however the primary contact for any advice should be the student themselves wherever possible.

## Advisor Role

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Advisors are here to offer help and support to students.

Advisors will listen to the student's concerns and ask questions to ensure they have a sufficient understanding and can establish what the key issues are. The advisor will present the student with their options, outline any relevant processes, and/or signpost to appropriate external services where necessary.

Most importantly, advisors should always aim to present students with informed options. Advisors can offer guidance but should not, under any circumstances, push students toward a particular option. Students should rather make their own choices and retain control of their own affairs.

The advisor may also:

- Talk to the student about how best to put forward their case (eg. when making a complaint);
- Advise them how to use a particular process (eg. when submitting extenuating circumstances);
- Check over a form or letter for the student;
- Evidence a student's interaction with our service;
- Find out further information on the student's behalf;
- Accompany a student to a meeting or panel to act in a supportive capacity or to help the student present their case;

The adviser will inform the student of any follow up action they will take, keeping in mind the deadlines of processes. It is the responsibility of the adviser to ensure they complete any actions in a timely manner and, if this takes longer than expected, to keep the student updated.

## Role of Reception

Reception (when available) will greet students as and when they arrive at the SU Office in High Holborn. They will triage the student by ascertaining the general nature of the student's query and assess whether it is something that can be answered or signposted by themselves, or if the student needs advice from another member of the SU staff team (Advice or otherwise).

If appropriate, they will take the student's personal information and the general nature of the enquiry, add this to AdvicePro and pass this to the Advice Service via email.

Reception may help the student to book an appointment, refer them to a drop-in or take a message which they will pass to an advisor.

Reception may signpost the student elsewhere if SU Advice is not the appropriate service.

Advisors will not usually be free to speak straight away to a student so reception will not put students straight through. The student will be offered a call back if they would prefer to speak over the phone.

### **Role of the student-staff 'Advice Assistant'**

The 'Advice Assistant' role, usually filled by student staff, may vary depending on the business needs of the service at any given time.

General responsibilities may be to respond to enquiries, triage enquiries, make referrals, and book appointments. Their role is also to engage students to tell them more about our service and let students know about their rights and responsibilities e.g. applying for exceptional circumstances, how to appeal etc.

They will also:

- Be proactive by giving out information on the procedures;
- Use the SU social media channels to pre-empt and signpost.

It's important to note that the Advice Assistant should *not* advise or take on casework.

## Case Management

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All requests for advice or support to the Advice Service can be placed into one of the following categories, which will determine how it is then processed.

- Signposting – Where a student is referred to another organisation, service, department or individual as the most appropriate and direct answer to their query.
- Enquiries – Where basic information or advice can be offered by the advisor to answer the query, and there is unlikely to be a need for follow up.
- Casework – Where an advisor takes ownership of a case or acts on behalf of the client.

Signposting and enquiries will not generally require a case file to be opened using AdvicePro, but should always be recorded using the appropriate online data capture form.

Casework will always require a case file to be created on AdvicePro.

In some instances, an enquiry may later develop to become a case. In this event, records will remain available via both the enquiry data capture form, and AdvicePro.

### Allocation

Cases are allocated on a first come first serve basis unless the advisor is not trained in a particular area. Advisors should retain their own cases. Advisors may answer straightforward queries or read over the form of a student who had previously been advised by another advisor.

Advisors will pick up emails from the advice inbox in chronological order, attaching their own name to the email using the colour code system.

Advisors will periodically (once per day) scan the advice inbox for any cases marked as urgent, to ensure timely support if appropriate.

Advisors should not swap long-term/complicated cases with another adviser without discussing this with the Advice Service Manager.

Where an Advisor leaves employment by Arts SU, they should endeavour to complete any ongoing cases within their notice period or hand them on to another advisor with appropriate guidance. They should not take on additional cases that may need longer term support, with guidance from the Advice Service Manager.

### Response Times

The minimum Service Level Agreement (SLA) is 5 working days.

Advisors should aim to respond to all correspondence, initial or ongoing, within or above the SLA.

Where this is not possible, advisors should regularly contact the student to update them on the reason for any delay and to confirm when they should expect a more complete response. Advisors should also speak to the Advice Service Manager if needed, who will support them.

When advisers are on leave or will be out of the office on training, they should set an 'out of office' so students are aware that there may be a delay in the response. Students should be directed to the general inbox if an advisor knows they will be off for an extended period of time.

The Advice Service Manager should reallocate cases if an advisor will be away for an extended period of time.

## **Case Recording**

Case notes should be made for any enquiry in which advice or support is (or may be) needed over a longer period. This will be known as a 'case'.

Recording accurate case notes is essential. Case notes should provide a clear record of the case including the relevant background to the case, advice provided, and action taken or planned. They should include enough information so the case could be picked up and continued by another advisor, avoiding any duplication of work or conflicts of messages

All case note files should begin with the student completing the online data capture form. In cases where enquiries progress to a case, students should be requested to complete the data capture as part of the progression.

Advisers should give students a copy of the 'Arts SU Advice - Terms of Service Handout', either by including it in their email signature or by having the hard copy on hand for in person meetings.

Case notes should record:

- every interaction with the client and all files presented/attached;
- the background to the enquiry;
- the client's goals;
- the advice given including any deadlines;
- the options discussed; any limitations and consequences, what rights and responsibilities the client has, potential outcomes;
- details of any signposting or referral;
- any personal circumstances which may influence the case;
- support or actions agreed and who these are assigned to and by when;
- written consent to break confidentiality where applicable;
- Where notes are used to record email interactions, these should be copied and pasted in full, without abridgment or alteration.

Case notes may be used in the following ways:

- To provide a clear record for the client which can be transferred to third parties where permitted and within the framework of Data Protection, Confidentiality and GDPR guidelines;
- To demonstrate the quality of advice that has been provided to assist file reviews, quality assurance measures and other review processes;
- To provide the basis for non-personal specific statistical information for stakeholders including Senior Management, Trustees and the University;
- To provide non-personal specific policy evidence;
- To provide essential evidence where the Advice Service is asked to defend a complaint or claim, or where the Advice Service is required to attend court.

Characteristics of good case notes include:

- Brief notes containing the most important points;
- Clear paragraphs or bullet points;
- Only relevant information recorded;
- Opinions should not be recorded although it is beneficial to refer to a client's emotional state if they make comments that could affect the advice, support or referrals offered.

Advisors are expected to write up cases as soon as possible, aiming to have the case notes recorded on AdvicePro within 24 hours.

Where advisors have requested information and the client has refused this, refusal should be recorded on AdvicePro.

The UK General Data Protection Regulation (retained from EU Regulation 2016/679 EU) (UK GDPR) gives all data subjects the right to request copies of personal data that held about them.

Advisors should therefore be mindful of this when writing any notes, either about the client or anyone else involved (including academic or professional services staff, other students, etc).

### **Signposting**

The Advice Service should not advise outside of our competency areas. We have a referring list which can be found in the Advice Service Handbook appendices.

All signposting/referrals should be recorded using the online enquiry data tracking form (available from the Advice Service Manager).

## **Conflict of Interest**

Ordinarily, the Advice Service cannot knowingly advise both sides of a dispute.

This includes where one party may be the SU itself or someone who works for or acts on behalf of the SU (including student representatives).

This could result in, or may cause the perception of, a conflict of interest in which advice is compromised by a potential outcome.

On presenting, a potential client's records are checked against a central record to identify conflicts of interest.

In cases of student disputes, it may be possible for each side to be advised by a different advisor, with support from the Advice Service Manager, and at their discretion.

In cases of complaints about the SU or its staff, advisers can and should (where appropriate) signpost to the SU's formal complaints process, but cannot actively support or be involved in the process due to the clear potential for a conflict of interest.

Full details can be found in the Conflict of Interest policy in the Advice Service Handbook appendices.

## **Limiting/Withdrawal of Service**

In extreme circumstances and as a last resort, the Advice Service may withdraw access from a student. In such situations, where possible and subject to availability, the service may facilitate a student to transfer to another advisor or be directed to alternative support.

Examples of situations for which limiting or withdrawal of service may be considered include:

- All possible options in a particular issue have been explored and nothing more can reasonably be done;
- Abusive, violent or threatening language or behaviour toward an advisor or other member of the SU;
- Deliberately misleading or deceiving an advisor;
- Repeatedly failing to attend appointments or responding to communications;
- Requesting collusion for fraud or illegal activity;
- A conflict of interest is identified.

All decisions relating to limiting or withdrawing service offer to a client will be made by the Advice Service Manager in consultation with Arts SU Senior Leadership Team.

Full policy details in the Advice Service Handbook appendices.

**Gifts/Donations**

Students are often grateful for the work undertaken by advisors and may occasionally insist on offering a gift as a token of gratitude. Advisers can accept gifts provided they are not significantly expensive. Advisors should never accept monetary gifts.

Gifts over the value of £20 should be discussed with the Advice Service Manager.

## Supervision / Support

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Supervision in this context refers to the support advisors can expect in order to help them work effectively, ensure they have opportunity to seek help and advice, and that the service we provide remains professional and of a high standard.

It will be actioned through a combination of individual 1:1s, file reviews for cases, and peer support from other advisors and the wider team. All advisors will receive support, however the frequency may vary depending on their level of experience and any developmental needs.

Advisors will only ever advise within their level of expertise and should consult a more senior colleague and/or the Advice Service Manager on any queries or concerns relating to a case that may arise beyond this expertise.

This is not intended to replace or augment contractual obligations or requirements.

### **1:1s with the Advice Service Manager**

Advisors and Advice Assistants will have regular one-to-one meetings with the Advice Service Manager. This is to ensure they are fully supported in their role and have regular opportunity to discuss anything related to their role. Frequency for these may vary, according to need, and may be more frequent during their probationary period.

This does not preclude the more informal discussion of cases which take place within the team, which can often be the most effective way to find solutions and ensure best practise.

1:1s should cover the following:

- Case discussion, particularly any complex cases the adviser wishes to discuss;
- Work plan/objectives and any projects the adviser has taken on;
- Personal development, such as training needs;
- Administrative matters, such as annual leave, managing workload;
- Personal wellbeing,

### **Peer Support**

Advisors are encouraged to seek support and advice from each other as a key part of the professional practise of the service. Discussion of cases should be done sensitively, omitting names or other identifiers.

Cases should not be discussed where there is, or may be in the future, a conflict of interest.

There will be an opportunity for Advisers to discuss cases during the case discussion section of weekly team meetings. This is an opportunity to raise unusual queries, spot trends and discuss structural problems that may need further investigation or action.

### **Staff Wellbeing**

It is recognised that working in Advice can be challenging to staff wellbeing and mental health.

Advice staff may deal with students who have challenging personal situations and/or are in distress, and this can take a psychological toll.

Advice staff will therefore have regular debrief sessions with a UAL wellbeing professional to ensure they have support to manage their own thoughts and feelings, and that any challenges can be highlighted and support provided.

In addition, the Arts SU provides access to an Employee Assistance Programme, which provides a helpline for all Arts SU employees to speak to a counsellor, and which is open to all Arts SU staff. Information on how to access the service is available to advisors via our team SharePoint. Staff can access the service discreetly without the requirement to notify their line manager or HR.

## **Service Quality Assurance**

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Students who use the Advice Service should be sent a courtesy email once their file has closed, which will include a link to a short online survey about their experience with the service.

The survey will be anonymised to ensure students can be confident in giving genuine responses without repercussion.

The service will also periodically conduct general surveys open to all students to garner feedback to improve.

The Advice survey may periodically conduct mystery shop exercises to formally measure quality of the service.

A template for the Mystery Shopper Form can be found in the Advice Service Handbook appendices.

### **File reviews**

Once a month the Advice Service Manager will select two cases at random for review. Advisors can ask for an additional case to be reviewed if they want. File reviews will occur more frequently during the induction process and should any developmental needs arise.

Feedback will be provided to advisors individually over email and then discussed face to face during a 1:1. Feedback will be provided to Advice Assistants during a 1:1.

A template File Review Template can be found in the Advice Service Handbook appendices.

The data from the above measures will be used to regularly ensure that the Advice Service is meeting or exceeding client demands.

## Disclosures

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Students may need to disclose that they have been victim to or have witnessed -

- Crime
- Racism, homophobia, transphobia or other discrimination regarding a protected characteristic
- Sexual violence
- Bullying
- Harassment

Students can use [Tell Someone | UAL \(arts.ac.uk\)](https://www.arts.ac.uk/tell-someone), which allows them to submit a report anonymously or with their details.

You can also guide students towards the police or any other anonymous reporting service, but you shouldn't report on their behalf.

You can find details of your local police station in your local telephone directory, at your local library or on the Metropolitan Police Service website at [www.met.police.uk](http://www.met.police.uk)

Please note that not all police stations are open 24 hours so students should check opening times before going to a police station.

Students can report a hate crime incident or crime to an open police station at any time. They should try to ensure they take any relevant documentation with them [for example hate mail if you have received it] as it may need to be retained as evidence.

London Police stations can be busy so students may have to wait your turn to be seen by a member of police staff.

Students who live outside London can still report to a local police station wherever they live. The importance of hate crime is recognised by all police forces and they will take your details and forward them to the Metropolitan Police Service in London.

### **Dealing with Disclosures of Sexual Violence and Harassment**

The Advice Service does not specialise in supporting survivors of sexual violence but, due to its prevalence, it is very likely that they will advise students who have experienced it.

The service therefore provide an environment that is sensitive to this, as well as respond appropriately to disclosures.

All advisors will receive training to ensure they are confident in managing disclosures of sexual violence.

Please refer to the full policy in the Advice Service Handbook appendices.

**Victim Support**

Advice and support for victims of crime or traumatic incidents is available through Victim Support, an organisation independent of the police. They will also be able to provide advice on how to report hate crime to the police and take reports on your behalf and forward them to the police on your behalf.

You can contact Victim Support direct through their support line on 0845 30 30 900 or visit their website at [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Students can report anonymously via this method – this means that they can receive support without needing to give their name and regardless of whether the incident was reported to the police.

## Insurance/Complaints

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### Insurance

The Student Advice Service will be covered by Advice Service Indemnity Insurance.

### Potential Claims

The Arts SU Advice Service has specialist advice indemnity insurance. Advisers should ensure they understand the insurance policy and their obligations which can be found on the shared drive.

A potential claim is an event or circumstance that might lead to a claim. Many of these risk situations will be easily noticed well before they could result in a formal claim. Normal client care might prevent them going any further but it is important that any continuing risk is recognised and notified the insurer.

Potential claim situations include:

- A verbal complaint from a dissatisfied student or a threat of “taking the matter further”;
- A letter of complaint alleging neglect, error or omission;
- You noticing that an error has been made, even if you haven’t yet had a complaint.

### Action

As soon as you become aware of any potential claim or any formal claim being made against Arts SU, you should notify the Advice Service Manager who will notify the insurer and Head of Policy, Representation and Advocacy. Failure to do so may prejudice the position.

When you become aware of a potential claim or an actual claim, follow the procedure below:

- **Do not admit liability;**
- Do not get involved in correspondence that provides details or admits liability;
- Do not provide the complainant with any details about your insurance cover or insurers;
- Await further instructions from the Advice Service Manager.

**REMEMBER** – the underwriters may refuse to cover a claim if you:

- Admit to the complainant that you are at fault;
- Delay notifying the claim;
- Failed to inform us about an existing, previous or potential claim when you applied for or when you renewed your insurance.

The Advice Service Manager will decide if the potential claim needs to be brought to the attention of the insurer.

### **Complaints about Arts SU**

Arts SU is committed to the provision of quality services and operates a comprehensive complaints procedure. All staff are inducted into this procedure. All complaints, and their resolution, are recorded centrally.

All complaints about Arts SU and/or its staff will be fully investigated according to the Complaints process.

For further information please see the Complaints policy in the Advice Service Handbook appendices.

## Privacy/Data

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Our full Privacy Statement and Confidentiality Policy is laid out in the Advice Service Handbook appendices.

### **Requesting information held by the SU**

Requests to see information held on them including case notes and emails, and can request that their data is edited or deleted. If data is deleted, students should be made aware that this may impact the ability of the service to assist them.

Students can make the request by emailing any member of the SU including their advisor. If a student makes this request please notify to the Advice Service Manager as soon as possible.

The service should provide this within five working days.

### **Notice**

To ensure students are aware of how we store and process their data all advisers should include the following text the footer of their email.

#### **Email signature:**

We take your privacy and rights to data protection very seriously. To ensure our advice is consistent and of a high standard, we keep a record of each interaction you have with our service. We won't share your information without your consent unless we need to in line with our confidentiality policy. You can read how we store and process your data and how we keep your information confidential by reading our Advice Service Handbook.

The Advice Service Manager should ensure sufficient notice is displayed on the website.