



Support Advice Centre

Information for Parents of Students

The Advice Centre is a confidential service for full members of the University of Southampton Students' Union and we can only give advice to our members. Please ask your son/daughter to contact us directly so we can assess what advice and information they may need, whether from us or another service.

We aim to support and empower students to make their own informed choices about issues they may face and cannot discuss any student's details with parents, guardians or family members, or even confirm that they have been in contact with us.

We can provide general information to parents, such as where students can go for welfare support. You can also visit our website for information on a number of issues affecting students, [susu.org](https://www.susu.org). This website also explains what help and support the Advice Centre can give students. Further information can be found in our charter. Please note that specialist support, e.g. for a specific learning difficulty is provided by [Enabling Services](#).

If you would like information on issues you may face as a parent, e.g. being a rent guarantor or being income assessed for student funding, there are a number of organisations who may be able to help you, such as [Citizens Advice](#), [Shelter](#) or [Student Finance](#).

If you have concerns about your son/daughter's wellbeing, you may wish to contact someone at the University, although bear in mind that under normal circumstances no information about students can be given to parents.

For more information about student support within the University, please see the University's [Support and Wellbeing](#) information.

[Student Minds](#) also has useful information about supporting your son/daughter at university.