

Customer service policy

Service Overview

The Advice Centre offers all students of the University of Southampton free, confidential and independent advice on practical matters.

We provide information, advice and support on a range of matters. Academic, housing and finance matters are our main areas of advice.

We are a team of 6 trained and experienced members of staff. The Advice Centre is managed by the Head of Advice and is made up of a team of advisers and reception staff.

Purpose

We aim to support students to make their own informed choices about problems in a friendly and professional environment.

Scope

This applies to all Advice Centre staff members

Reception

Face-to-Face

Visitors will be welcomed, and their concerns listened to. They will be signposted to the correct service if it is deemed that The Advice Centre is not the correct support outlet. If we are the correct support outlet, personal information will be taken through an online registration form and an appointment with an adviser will be booked. We aim to support the student in a way best suited to them be it face-to-face, telephone, teams or another means. We will discuss with you your preferred means of communication. We will aim to accommodate the students' preferences where possible.

Telephone:

We will always aim to answer the phone but on occasion when we are supporting somebody else at reception, it may be necessary for our messaging service to answer the call. If contact details are given, we will always phone back within 24 hours unless on a weekend/bank holiday/university closure in which case we will phone back as soon as we return. Students will have an opportunity to discuss their needs and will be signposted to the correct service or have an appointment booked as above.

Email:

We aim to respond to emails within 48 hours unless received on a weekend/bank holiday/university closure in which case we will reply as soon as we return. If an appointment needs to be booked, we will ask for a phone number to contact you on to arrange this. Appointments will be booked as above.

Adviser appointments

What you can expect from us:

- Free, confidential, impartial advice
- A non-judgmental approach
- Politeness and respect from all staff
- Fairness and equal treatment for all students
- Email replies within 48 hours (except for extremely busy periods, weekends, bank holidays or university closure days)
- Signposting to an alternative service where The Advice Service is unable to support you

What we cannot do:

- Make decisions for you
- Tell you what you should do
- Give you legal advice
- Give you immigration advice
- Provide you with counselling
- Continue to work with you if you are aggressive, abusive, display inappropriate behaviour, or appear to be under the influence of drugs or alcohol
- Support you in a dispute with SUSU

Complaints

If you wish to raise a concern about the service or advice you have received, please follow the [Complaint policy](#)