

## **DUNDEE UNIVERSITY STUDENTS' ASSOCIATION ADVICE SERVICE: USER AGREEMENT**

DUSA Advice is independent from the University of Dundee and as a result can offer impartial, free and confidential<sup>1</sup> advice on a range of issues.

DUSA Advice specifically provides advice on academic issues, housing and general wellbeing. DUSA Advice also signposts both on and off campus for financial, health and employment advice.

The purpose of this document is to outline what you can expect from DUSA Advice and what we expect from you as a user of our service.

When using DUSA Advice it should be noted that you are entering into this agreement.

### **Using the Advice Service**

DUSA Advice operates from The Hive on Level 4 of the Union.

The Hive is open from Monday to Wednesday and Friday, 11am to 3pm and Thursday 12pm to 6pm.

You can access the service for appointments and drop in during these times. However when the service is busy, drop-ins may not be possible. Therefore, we recommend that you arrange an appointment.

The Hive is manned by the Student Executive Sabbatical Officers.

The Student Advice and Welfare Coordinator is a full time member of staff who takes appointments.

Our advisor prioritise workload according to urgency and where deadlines apply we will always try to give advice within this timeframe. However, it is helpful if you seek advice as soon as the issue arises.

### **Getting in touch**

If you email the service, you will receive a reply within 5 working days, although you will often receive a response sooner. If we are unable to respond to your enquiry within 5 working days we will email you to explain when you should expect to receive a response.

You can book an appointment with the Student Advice and Welfare Coordinator to discuss any issues that you have. Appointments are booked for an hour but can be shorter depending on the issue. You can arrange an appointment by emailing [advice@dusa.co.uk](mailto:advice@dusa.co.uk) or dropping into the Hive.

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<sup>1</sup> Everything you tell us will be treated confidentially. We will not share your information with anyone else without your consent, **unless required** to do so by **law**.

## What you can expect from the Advice Service

- We are a confidential service<sup>2</sup>, which means that we will not share information about you or your case with anyone outside DUSA Advice without your written permission. This includes the University.
- We are an impartial and independent service, which means that we will provide you with a range of options to explore. DUSA Advice will not advise you to opt for a particular option but will discuss the possible positives and consequences of each decision. This will support you in making the best decision for you.
- DUSA Advice will support you by providing you with advice and information that you need to resolve the issue on your own. We will not usually act on your behalf, but will support you to take action yourself.
- DUSA Advice will respond to any emails within 5 working days, if not sooner. We will inform you if it will take us longer to provide a full response to your enquiry.

## What we expect of you

- DUSA Advice supports students by providing advice and information but aims to empower you to deal with matters personally.

For example, in relation to academic appeals, we expect that you draft your own statements and appeal, etc. Once you have written a draft DUSA Advice can read through and make suggestions.

Furthermore, it is important that you speak for yourself at meetings and hearings. DUSA Advice will make sure that you feel confident to do so by providing you with guidance, support and feedback.

- In order to provide you with accurate advice and information it is important that we know all of the facts and information surrounding your circumstances. Therefore, we ask that you are open and honest with the DUSA Advice as this allows us to provide you with clearer and more specific advice.
- DUSA Advice will advise you based on the information we have. Therefore we ask that you update us with any developments in your case. The University will always communicate with you directly, so please keep us informed throughout your case.
- We ask that you contact DUSA Advice as soon as possible. We advise that you seek support at least five working days in advance of any deadline.

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- We request that you are patient when corresponding with DUSA Advice due to the high number of other urgent cases being dealt with. If you are waiting for an email response or call back then please allow DUSA Advice a reasonable time to respond.
- Please inform DUSA Advice via email, phone or drop-in, if you are unable to attend an appointment as soon as you are aware. If you arrive late for an appointment we may need to offer you a shorter appointment or rearrange.

### **Feedback and Complaints**

Feedback from the users of the service is important as it enables the Advice Service to develop as a service. If you have any feedback or suggestions that you would like to convey to DUSA Advice, please email this to [advice@dusa.co.uk](mailto:advice@dusa.co.uk)

If you wish to make a complaint about the Advice Service please refer to the DUSA website for the full complaints policy.

### **Questions**

If you have any questions about this agreement please email [advice@dusa.co.uk](mailto:advice@dusa.co.uk)