

The Advice Centre Code of Standards

Statement of Intent

The Advice Centre offers free, professional and impartial advice and representation to members of Imperial College Union on a range of issues.

The aim is to empower and support students to solve their problems, and give them the confidence and ability to help themselves. This is done by giving students options on solutions to issues and allowing them to make their own empowered choices on the best way forward.

The Advice Centre also endeavors to provide students with relevant information during their academic career that can help them through their time studying at Imperial College London.

A client of the Advice Centre can expect to be:

- Advised confidentially on their case; third parties will only be contact with the prior expressed consent of the client.
- Given accurate, independent, honest and impartial advice at all times.
- Assisted with their issue or enquiry at the Union Adviser's earliest opportunity. This may be an appointment arranged at a later date or immediately on a drop-in basis.
- Be treated with respect and made to feel at ease at all times no matter what the enquiry or issue.
- Be given reasonable time to fully explore and explain the enquiry. An appointment will normally last 20 minutes, while a drop-in enquiry is normally restricted to 10 minutes. These timings are nominal and can be extended if necessary in more complex cases.
- Be seen promptly and on-time for a prearranged appointment.
- Replied to within one working day during weekdays if an enquiry is made to when the Union Adviser is not available.
- Be referred to more specialist organisations if in the opinion of the Union Adviser this service is needed or would be of benefit. These organisations will be vetted and investigated for appropriateness before this happens.
- Updated on the developments in their case as soon as possible by the Union Adviser and also sent any correspondence which is received by the Union Adviser on their behalf.

What the Advice Centre expects of its clients:

- Honesty within the interview, giving a full account of the situation.
- To arrive promptly and on-time for an appointment.
- To treat the Union Adviser and reception staff with respect in conjunction with Imperial College Union's Equal Opportunities Policy.
- To bring any documentation related to the enquiry to any appointment.

- To inform the Union Adviser if other agencies are being consulted in parallel to an enquiry at the Advice Centre. For example College or external welfare agencies

Conflict of interest

The Advice Centre will not be able to advise both parties where there is a dispute between them; in this case the Union Adviser will only take on the client that approaches the Advice Centre first.

If a complaint is received against an aspect of Imperial College Union, this will be referred to the Union President and dealt with under the appropriate procedure.

Equal Opportunities

The Advice Centre is committed to equal opportunities and its staff are bound by the Imperial College Union Equal Opportunities Policy. The Advice Centre endeavors to promote this policy to its clients and also to seek out areas where this is not the case.

Feedback

The Advice Centre will respond to every feedback enquiry received in a fair and responsive manner and will aim to answer any queries or deal with any complaints in as quick and confidential manner as possible.