

Student Mentor Scheme

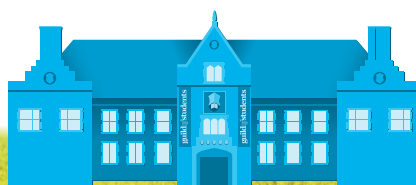
Advice
& Guidance

We promise you...

- 1** We will provide peer led welfare support to students living in University and 3rd Party accommodation.
- 2** We will ensure a response to all enquiries received through the scheme within 3 working days.
- 3** Whether you live in University owned or 3rd Party accommodation we will ensure you receive the same standard of service from our Student Mentors.
- 4** We will run a series of campaigns on key issues that affect you which will be communicated through all available channels including pro-active visits.
- 5** Our Mentors will have appropriate skills & knowledge and will be open and honest about how they can help you.

Your Students Union will always...

- 1** Communicate clearly, using language that is easy to understand.
- 2** Ensure our services are accessible and easy to use.
- 3** Be polite and professional at all times.
- 4** Use feedback to improve our services and tell you about the changes we have made.
- 5** Get back to you when we say we will.



We'll make sure you get the best from Birmingham!

You can let us know how we are doing, or where we can improve by emailing feedback@guild.bham.ac.uk