

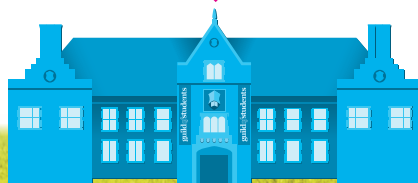
STUDENT VOICE

We promise you...

- 1** We will provide excellent support for student representation within the Guild, the University and wider community.
- 2** We will ensure a response to all enquiries received into the service within 3 working days.
- 3** We will provide you with accurate information on the Guild's democratic processes and procedures.
- 4** We will support you with campaigning and lobbying activity to ensure your voice is heard through the Guild's democratic structures.
- 5** We will organise and administer all Guild elections in a free and fair way.
- 6** We will undertake a review at least once every academic year to ensure we are meeting your needs in terms of representation.

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