STUDENT GROUPS
We promise you...

1. We will provide opportunities to pursue interests, gain new skills and meet new people.

2. We will ensure a response to all enquiries received into the service within 3 working days.

3. We will provide you with up to date and accurate information on Student Groups during the current Academic Year.

4. Training and support will be available to all Student Group Committee Members on Guild procedures and policies.

5. We will undertake a review at least once every academic year to ensure we are meeting your needs in terms of Student Opportunities.

6. The safety of our Student Group Members will always be our top priority.

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