

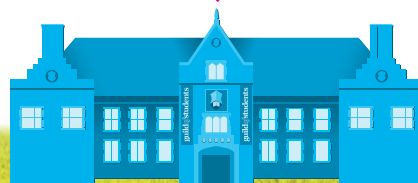
# STUDENT GROUPS

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](mailto:feedback@guild.bham.ac.uk)