

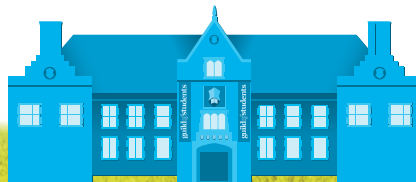
GUILD ADVICE

We promise you...

- 1** We will provide a free, confidential and impartial advice service.
- 2** We will ensure a response to all enquiries received into the service within 3 working days.
- 3** Our advisors will have appropriate skills and knowledge and will be open and honest about how they can help you.
- 4** Our website will offer up to date and accurate information that you can trust.
- 5** If we cannot help you then we will ensure you are directed to someone who can.
- 6** We will keep you informed of your case progress as and when developments occur.

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