

Student Advice Centre

Non-attendance of appointments policy

The following applies if our records show that you failed to keep, or arrived late for a booked appointment, or you cancelled with less than 24 hours notice prior to the appointment time.

The Student Advice Centre only has a certain number of appointments available, and when a student fails to attend without informing us, this means that other students, who urgently need to be seen, have to wait longer for an appointment.

Therefore we have a policy of not making further appointments in these circumstances (as explained on your appointment card or confirmation e-mail). This is valid for one month from the date of your appointment.

Please note, we are not restricting you from using our service – you are still able to see an adviser in a non pre-bookable ‘drop-in’ slot which allows approximately 10 mins time with the adviser.

Our opening times can be found at www.staffsunion.com/advice/studentadvicecentre

We do appreciate that sometimes appointments are missed through no fault of the student. If you feel this applies to you, we would ask that you please e-mail the Membership Services Manager (who has the discretion to allow you to make further appointments) as soon as possible (m.h.mulholland@staffs.ac.uk); and explain the reasons why you were not able to attend or cancel the appointment..

All cases will be reviewed sympathetically and individual circumstances will be taken into account.

Please note that the front of house staff and the advisers do not have the discretion to permit you to make further appointments, so please do not ask them to do so.