

How we work

Online resources

We have a wide range of self service information & advice available on our website which encourage you to review to help you decide upon your best next step.

Request further support

If you can't find what you are looking for on our website, would like to request a document be reviewed, to be accompanied to a meeting/hearing or need additional advice/guidance, you can get in touch with us via our Online Form.

Eligibility checks

We'll quickly check if you are eligible to access our support. We support all students studying at the University of Oxford, whether matriculated or not, who are going through (or considering) a University, College, CCAT or OIA process.

This includes:

- Students who are on a year abroad, placement or who are suspended
- Former students who wish to appeal or complain within the time limits
- Former students with a Completion of Procedures (COP) letter from their College, the University or CCAT dated within the last year

Case support

Your adviser will be in touch and either offer you an 30 minute appointment or give further advice via email. Once allocated an adviser, you can contact them via advice@oxfordsu.ox.ac.uk. Please don't email your adviser on their personal email or submit additional forms. Your adviser may help (subject to availability) by:

Advice

We can provide individualised advice on your case and options available to you.

Reviewing documents

We will read and comment on draft documents, statements and emails relating to University, College, CCAT or OIA procedures.

Accompanying you

We can accompany you to any formal or informal meeting you have with the University, College, CCAT or OIA about your case.

Case closed

Once your case is over, your adviser may ask if you'd be happy with us using what's happened as an anonymous case study: this will be entirely optional but could help us in our representative work to improve the Collegiate University.

Our agreement with you

We will provide you support that is:

Informative We provide you with accurate information and advice on University, College, Conference of Colleges Appeals Tribunal (CCAT) and Office of the Independent Adjudicator (OIA) processes and how to navigate them.

Accessible We aim to make sure you can access our service easily and are committed to our responsibilities under the Equality Act 2010. This includes:

- Giving you the advice you need, taking into account any health condition, disability or language barrier that you may have
- Providing different ways to access our information & advice, including the option to request an online or in-person appointment
- Ensure our offices have easy access for those with impaired mobility
- Accommodating any additional access requirements and making appropriate adjustments where possible.

Empowering We give you the clear information and realistic advice you need to in order to navigate difficult situations and make the decision that is right for you.

Independent We are independent from the University, Colleges, CCAT and OIA, meaning we give impartial advice in your best interests.

Timely We aim to respond to all correspondence within five working days. Our working days are Monday-Friday, 10am-4pm all year around (excluding bank holidays and SU closure periods). If we are closed you will be informed of this via our email automatic reply and the SU website.

Professional We are staffed by professional (non-legal) Advisers who constantly strive to develop and maintain best practice standards.

Confidential We won't speak to third parties about your case or confirm you are accessing our support without your permission unless:

- We are seriously concerned about your safety or somebody's; and/or
- There is a legal reason to do so

Appointments will always be held in private confidential spaces.

Unbiased We will uphold our Conflict of Interest policy to ensure any advice you receive is free from the perception of bias and are non-judgemental.

Respectful We will treat you as an individual, respect your identity, listen to you and take you seriously.

Remote-first We support the majority of our students via email or (upon an adviser's invitation) in virtual appointments via Microsoft Teams. If you have an accessibility or other reason meaning you'd prefer a in-person appointment, please do let your Adviser know.

Free We will never charge you or ask you for any money or donation to be able to access our support.



Your agreement with us

We ask that those who access our support are:

Honest

Be honest about your situation and keep us up to date with any new developments so that we can provide you with accurate information and advice.

Respectful

Be polite and respectful in your written and verbal communication with our team. You should not record any of your meetings with your adviser without their express consent.

Patient

Be patient when waiting to hear back from us and don't send multiple emails or additional forms in follow-up or attend our offices without an appointment.

Committed

Be committed when appointments are arranged and let us know as soon as possible if you need to cancel or change the time.

Open

Be open about any reasonable adjustments you might need to be able to access our service fully.

We reserve the right to refuse support when you do not act in line with this agreement and/or you are seeking advice from a third party on the same matter.

Limits of our support

Sadly, we aren't able to help you with the following things:

- Drafting documents, statements or emails on your behalf
- Submitting evidence to support your case
- Predicting the outcome of your case
- Commenting on other similar cases
- Acting on your behalf (for example by contacting someone on your behalf)
- Telling you what to do
- Supporting on matters outside of our remit including emergency support, emotional support/counselling, legal advice or advocacy, visa advice, financial advice and housing advice

Feedback & Complaints

We are always looking for ways to improve SU Advice. If you have any ideas that could help us do this then please let us know by emailing advice@oxfordsu.ox.ac.uk.

If you'd like to submit a complaint, you can find out about the process in our [SU Advice Complaints Policy](#).