LUU Student Advice Centre

If you are a student who equality and diversity issues at the University of Leeds, you are encouraged to contact the Student Advice Centre. As part of the University of Leeds students’ union (Leeds University Union), the Student Advice Centre offers independent, confidential and free information and representation from professional advisors covering many issues including those within the remit of this policy. For more information, visit the LUU website at www.luuonline.com/help/index.php

Warden / Accommodation Services

For students who are experiencing difficulties in their University of Leeds accommodation, wardens are available for help and advice. This includes, but is not limited to, issues relating to discrimination, harassment or bullying.

All University residences have wardens (members of University teaching or administrative staff) who you can go to during term time for advice or for help sorting out any problems. If you are having particular problems in your accommodation, you can speak to your warden who will do everything they can to help you.

Wardens at all residences hold advisory sessions during term time (see www.leeds.ac.uk/accommodation/your_warden.html for more information), and usually no appointment is necessary. Most sites also have resident subwardens, usually postgraduate or mature students, which means there's someone there 24 hours a day during term time in case of emergencies.

Personal or Academic Tutor

Your personal tutor will be an academic member of staff who will play a distinctive core role in the delivery of personal tutoring, aimed at supporting your general academic and personal development. They will hold one-to-one meetings with you at regular points of the academic year and you can request more meetings if necessary.

The role of your personal tutor includes supporting your development in an academic, personal and professional way, and embedding the University values and the Learning & Teaching Partnership Agreement within personal tutoring systems. All schools are different, so the way each school delivers its personal tutoring will reflect the diverse needs both of different subject disciplines and of academic units of various sizes and natures. More information about the role of personal tutors can be found at https://leedsforlife.leeds.ac.uk/login.aspx?ReturnUrl=%2fDefault.aspx

It is recognised that where complaints of discrimination, harassment or bullying occur, this may impact on your academic progress – and therefore your Personal Tutor may be best placed to support the student in raising complaints or refer you onto the appropriate service or source of support within the University.

Rather than approaching your personal tutor, you may feel it is more appropriate for you to
contact another academic tutor or another member of staff within your school responsible for student support issues.

Other sources of support within the University

For general or additional support for students other sources of advice and support are available, including:

- **Student Counselling Centre** – the Student Counselling Centre provides a confidential brief counselling service (individual and group) with professional qualified staff who are very experienced at enabling students to deal with a wide range of issues. Appointments need to be booked but drop-in sessions are available every day during term-time without an appointment. For more information, visit the Student Counselling Centre’s website at [www.leeds.ac.uk/studentcounselling/](http://www.leeds.ac.uk/studentcounselling/)

- **International Student Office** – the International Students Office offers a range of support services to international students, including a drop-in information and advice service and confidential appointments with specialist advisers. For more information about the International Student Office, visit their website at [http://www.internationalstudentsupport.leeds.ac.uk/](http://www.internationalstudentsupport.leeds.ac.uk/)

- **Disability Team** – the Disability Team provides information, guidance and support to disabled students, which includes assessing the academic support requirements of students and putting in place a variety of different support services, as required. The team works with University departments to ensure that they are also making appropriate adjustments to meet the needs of disabled students. The Disability Team provides a drop-in service during lunchtimes in term-time, for which you do not require an appointment. For more information about the Disability Team, visit the Equality Service’s website at [www.equality.leeds.ac.uk](http://www.equality.leeds.ac.uk)

- **Universities Chaplaincy in Leeds** – the Chaplains are experienced at listening and offering spiritual guidance, prayer, support and friendship. For more information about the Chaplaincy and the role of a Chaplain, visit their website at [www.leeds.ac.uk/chaplaincy](http://www.leeds.ac.uk/chaplaincy)


Other external sources of advice and support

There are a range of external sources of advice and support for students. For example, these include:

- **The Equality and Human Rights Commission (EHRC)** is a statutory body charged with enforcing anti-discrimination legislation. The Equality and Human Rights Commission helpline can provide information and guidance on discrimination and human rights issues to employers and employees. You can telephone the
helpline on 0845 604 6610 or visit the EHRC’s website at www.equalityhumanrights.com for more information

- **Your local Citizens Advice Bureau (CAB)** can provide free and impartial advice. You can find your local CAB office in the phone book or online at www.citizensadvice.org.uk/