



Service Standards Agreement

SUBU Advice provides free, independent and confidential advice and information to BU students. An Advice Worker will listen to your concerns, ascertain what your options are to resolve the issue and support you to find a resolution. We are accredited by the Advice Quality Standard and are members of AdviceUK.

We provide non-judgemental advice and support in the follow areas:

- Money
- Housing
- Finance
- Personal

We're committed to providing you with advice which is high-quality, confidential and independent. SUBU Advice is committed to the provision of a service for student which delivers equality of opportunity and freedom from all forms of discrimination. SUBU is opposed to all forms of discrimination and will endeavour to fight it and promote equality of opportunity.

In return we ask that you:

- Treat us with respect;
- Let us know if you're going to miss an appointment;
- Take ownership of your case;
- Keep us informed of progress and outcomes; and
- Carry out follow-up actions within the timeframes we agree.

Contact Us

Main reception (SC202): 01202 965779

Email: subuadvice@bournemouth.ac.uk

Facebook: [SUBUAdvice Bournemouth](#)

Instagram: [subuadvice](#)

Where can you find us?

Student Centre: SC202

Open for enquiries Monday to Friday, 10:00-16:00 all year (except BU Christmas closure)

Drop-in session: Mon - Fri 11:00 - 12:00

Bournemouth Gateway Building: BGB301c

Open for enquiries Thursday 08.30 - 12:00 term time only

Appointments available during [undergraduate vacation times](#).

How long does it take to get a response?

We are committed to responding to your communication as quickly as we possibly can. Our target response times are:

Email: Within 3 working days

Voicemail: Within 1 working day

If we cannot meet these target times, we will still acknowledge receipt of your communication and let you know when we'll be able to provide a substantive response.

Third party enquiries

SUBU Advice does not take on enquiries from a third party (parent/lecturer), or contact a third party (landlord/money lender) without written consent from the student. We have a Consent to Share Form for this which can be emailed to our clients upon request.

Review by: SUBU Advice Manager

Reviewed frequency: Annually

Last reviewed: August 2023

Date of next review: August 2024