



Student Charter

Summer 2010

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The student charter of the University of East London (UEL)

Rights and responsibilities

This charter gives details of the service you can expect from us and what we can expect from you.

It is divided into sections covering the main stages of choosing to come to our university, arriving here and getting the most out of the time you spend with us.

At the end of each section you will find contact details of where you can get more information and help.

If you have any comments or suggestions for improving this charter and our services, please contact:

Director Student Services
University of East London
Docklands Campus.
Phone number: 020 8223 4559

Introduction from the Vice-Chancellor

University has the potential to be the best experience of your life. Each year I have the honour of meeting our graduates who tell me how coming to UEL changed their lives forever. From their first step onto campus to receiving their degree, the experience of university had consistently challenged their views, confronted them with new possibilities, and opened their eyes to things they had never considered.

Getting the most out of your time here takes commitment, determination and a sense of close partnership between students and staff. This student charter sets out a clear set of rights and responsibilities that you have as a result of your enrolment at this university. Research indicates that students succeed when they:

- Hand coursework in on time
- Prepare carefully for exams and assessments
- Make good use of learning support and resources.

You will also find details of UEL's commitments to help you to:

- Register for your programme of study
- Sort out problems should they arise
- Move on to the next stage in your career of study.

UEL is not a university that is all about sifting students who succeed from those are unable to. Rather we are about helping ALL our students succeed to the best of their ability. There are many ways we can support you to do exactly that.

If you have any problems with your student experience, let someone know as soon as possible.

Good luck with your studies and I hope to see you all at graduation.

Professor Patrick McGhee
Vice-Chancellor and Chief Executive

When you apply

You can expect us to:

- provide up-to-date and accurate information and advice on the programmes we offer;
- reply to all enquiries on how to join UEL within five working days (or immediately if by phone);
- send you, within three working days, the appropriate prospectus which will include all the information you need and an application form or details of how to apply;
- send you information on open days and details of other relevant events at least 20 working days before the visit or event (or straight away if one is taking place soon); and
- send you information on fees, and how to pay them, and any other financial help that may be available.

We will expect you to:

- give us complete and accurate information on the application form and tell us about any personal circumstances (for example, your health, disability or special needs) which will help us to help you;
- take part in any interviews, or send in any supporting work when we ask; and
- find out as much as you can about what we can offer you.

For more information and advice, please contact our Application Enquiries Team.

Contact our **Application Enquiries Team** on:

Tel: 020 8223 3333

Email: admissions@uel.ac.uk

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

When you accept a place with us

You can expect us to:

- send you an application form and information booklet on how to apply for a place in our accommodation;
- send you a written acknowledgement within two weeks of receiving your application for accommodation in one of our halls of residence;
- send you the following information in July or August (or within four days of receiving your acceptance letter if you enter through clearing):
- instructions on how to join;
- semester or term dates;
- details of events during your first week at UEL; and
- give you a detailed timetable for your first semester during your first week at UEL.

We expect you to:

- read and follow the instructions on how to join; and
- apply within 14 days of accepting an unconditional offer if you want to stay in accommodation we own.

For more information and advice, please contact our Application Enquiries Team. If you have any questions about accommodation, please contact the Head of Student Accommodation.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

When you arrive

You can expect us to:

- welcome you, help you settle down and have clear signs so that you know where to go;
- give you details of how, when and where to enrol on your programme and register on your modules at the times we have given you;
- give you more details about your programme, timetable and personal tutor, tell you how to register for modules, and give you advice on getting the most out of what we have to offer and what we expect of you;
- give you a student handbook for your programme of study, outlining your programme and main contact details;
- organise a series of events in the first week to welcome students and help them to get to know our university;
- introduce you to the range of services we offer to support you while you are at UEL - welfare, health and wellbeing, recreation, Students' Union, student finance and so on;
- show you how to access the Essential Guide to the University of East London which provides very useful information on how to get the best out of university life (you can get this on our website);
- introduce support and services for students who have disabilities and, if appropriate, arrange an interview with our disability advisors to discuss and organise either financial or study support;
- make sure we meet our policy commitments on equal opportunities and treat all staff and students in a polite and mature way. We will never accept prejudice, intolerance, aggression or violence;

We expect you to:

- read your student handbook, get to know the programme and keep to our regulations;
- take part in 'first week at UEL' events and read any supporting information;
- enrol on line or at the time we have given you;
- tell the Student Records Office or a Student Centre if you change your personal details, such as your name, address or phone number;
- talk to your personal tutor or programme leader if you want to change your programme;
- let us know if you have any particular needs that we can help with;
- respect the facilities we provide for students with disabilities (such as not parking in disabled parking spaces unless you have a disability);
- be sensible and take personal responsibility for your health and safety, as well as respecting our non-smoking policy;
- make sure we meet our policy commitments on equal opportunities and treat all staff and students in a polite and mature way. We will never accept prejudice, intolerance, aggression or violence - we operate a "one strike and you're out" policy.

For more information and advice, please contact Student Services Helpdesk staff at the Student Centres on our campuses.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Teaching and learning

We aim to give you high-quality teaching and support for your learning that leads to academic success and employment or opportunities for further study.

You can expect that we will:

- use a balanced range of teaching and learning approaches which will suit your aims, needs and experience, and which is appropriate to the programme;
- at the start of each module, give you information in module guides on learning outcomes and teaching and assessment methods;
- have lecturers, tutors and support staff who set and meet high professional standards and who are knowledgeable, competent and well qualified in their subject;
- maintain well-managed and co-ordinated learning programmes and support services;
- provide a clean, safe and appropriately-equipped learning environment;
- maintain and improve high standards of teaching by putting our learning, teaching and assessment strategies into practice;
- postpone, reschedule or cancel classes only in exceptional circumstances;
- normally provide at least seven days, notice if we need to change teaching and assessment timetable arrangements;
- display on your main school notice board and UEL Plus, if appropriate, up-to-date information on any matters that affect your timetable or classes before 9 am each morning;
- provide a schedule of module assessments deadlines at the start of the semester;
- provide two months, notice of exam timetables for written assessments;
- provide scheduled support and guidance if you are on a work placement;
- provide regular scheduled contact with named academic staff, to review and provide feedback on your achievements and help plan your progress;
- provide scheduled regular contact and support if you are taking flexible learning and part-time programmes;
- talk to students with disabilities or dyslexia to find out if they have any study support needs we must meet so they can have full access to teaching, learning and assessment.

We will expect you to:

- have a professional and responsible attitude, go to all timetabled classes on time and let your school know if you cannot attend;
- work hard on your coursework and ask for advice and help if you are having difficulties with your academic work or any other problems that may affect that work;
- hand in coursework on time to the named receiving officer;

- tell us about any disabilities you have that you need study support for so you can have full access to teaching, learning and assessment;
- make the most of our facilities, such as the Learning Resource Centres, Skillszone and student support services;
- take part positively in your learning and let us know if you need help;
- help us improve what we offer by using the opportunities provided for you to have your say and assess what we do;
- behave appropriately and not disrupt other students by using mobile phones, eating in class, dropping litter and so on;
- help us keep our community safe and secure by keeping to our policies on health and safety and security (including carrying ID cards);
- talk to your personal tutor if you are unhappy with your programme choice and work with them to move you to a more appropriate programme;
- avoid taking breaks during semesters as this can disrupt your studies. If you want a break in your studies, you must agree this with your school.

For more information and advice, please contact your personal tutor.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Assessment

We aim to give you high-quality, fair, thorough and clear assessment procedures and practice.

You can expect us to:

- provide conditions for assessment in each module, including how we will mark it, the standard you must reach and information on the type of feedback you can expect;
- give you information on what will happen if you hand in work late, and how we deal with plagiarism (copying other people's work) and other examples of cheating;
- make sure that students with disabilities and dyslexia are not disadvantaged by providing appropriate changes to assessments;
- provide a receipt for any piece of work you hand in for assessment;
- give feedback on assessments, normally within four weeks of the formal date for handing assessments in;
- *publish details of the exam timetables five weeks before the exams begin;
- provide feedback on exam results within five weeks of the exam period ending;
- let you know before exams begin where and when results are published; and
- send you an academic transcript six weeks after the end of the year listing all the modules you have taken during the academic year and your results. (Students who owe us tuition fees or other charges will not receive their transcript.)

* This timescale does not apply to resits.

We expect you to:

- make sure you hand your coursework in on the given dates and that they meet the conditions we have given you;
- make sure you know the dates and times of your exams;
- prepare and revise carefully for your exams, and contact your personal tutor if you are having problems;
- tell us as soon as possible if you have a disability or dyslexia so that we can make any changes to assessments that may be necessary;
- attend all your exams and make sure that you do not disturb other students or affect their performance;
- get to know the accepted methods of academic writing (including referencing) and read our regulations for dealing with assessment offences (such as cheating or copying the work of others); and
- make sure the information on your academic record is correct and tell your school office and Student Records if any details have changed.

For more information and advice, please contact your personal tutor, your school, a member of the Student Services staff or the Students' Union.

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Programme fees

You can expect us to:

- maintain accurate records about you and collect the appropriate fee for your chosen programme of study;
- provide and publish a variety of options for you to pay your tuition fees; and
- help you come to a new arrangement for paying your fees if your circumstances change. We will tell you at the end of your appointment whether or not we accept your proposed arrangement.

We expect you to:

- make any necessary arrangements with anyone who is financing your programme of study, such as an employer or local education authority, as soon as you can;
- pay your fees as agreed; and
- tell us as soon as possible if your circumstances change making it difficult for you to meet an earlier agreement about paying your fees.

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Study support

We aim to give you a range of high-quality and appropriate learning support services, which support and improve your academic experience and achievement. Study support includes services available from the Learning Resource Centres (LRCs), Skillszone and Information Technology Services.

Library and Learning Services

You can expect us to:

- make sure our libraries are open for you to use throughout the year, with 24 hour access during semesters (we will tell you about any changes in the opening times on the notice boards in our libraries and on our web pages);
- provide a help service at each of the libraries from 9 am to 9 pm during semesters and from 9 am to 5 pm during holidays;
- welcome you when you start your programme to introduce you to and make you familiar with our services and facilities;
- provide training in information skills through programmes that can count towards your degree;
- provide up-to-date information and resources in a variety of electronic, printed and audiovisual media for you to borrow or use for reference;
- make sure you have access to all the core textbooks you need, as recommended by your school, and give you information on borrowing options and return dates (we aim to have one copy of a book for every 10 students);
- provide an up-to-date, web based catalogue that is easy to use and can be accessed both on and off campus;
- provide a range of technologies and facilities, such as scanners, text speak and Braille printers, for disabled and dyslexic students;
- provide a range of learning support facilities at each library, including:
 - individual and group study areas;
 - open-access networked PCs and printers for study, preparing assignments and research;
 - equipment and support to present written, audiovisual and electronic materials (for example, photocopiers, scanners, digital cameras and binding machines);
- develop new ways of providing access to learning resources and make sure we continually improve our services to meet your needs;
- make sure our staff is welcoming, polite, and professionally trained to meet your needs and interests;

We expect you to:

- produce your UEL identity card each time you visit our libraries;
- remember that our libraries include areas for private and quiet study;
- respect the rights and needs of others, in line with current Library rules, the copyright and patent laws, and our computer regulations;
- return books, electronic and audiovisual resources you have borrowed when they are due or when the Library staff ask you to;

- look after books, journals and reports, and not steal, damage or hide them;
- get help if you need it, and help us by giving us your comments and views on our services and suggestions for improvement;
- respect and take care of resources and equipment provided by our university;

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Skillszone in Learning Resource Centres

You can expect us to:

- provide you with the learning, employment and self-employment skills you need to achieve the best results possible from your studies;
- publish a diary of events and run a series of workshops with details of dates, places and times;
- offer credit-bearing units on a range of skills, including academic writing, techniques for effective learning in the classroom and on-line, looking for information, and career planning;
- provide tests for you to identify the skills you need to improve and develop;
- provide a drop-in and appointment service for 20 hours a week so you can get confidential advice and help for study skills, interview and presentation skills, information skills, and career planning, dyslexia advice and advice on how to make your experience count; and
- provide self-study materials for you to borrow or buy.

We expect you to:

- take responsibility for your learning;
- speak with your tutor if you feel you need extra help with your studies; and
- get to individual appointments and classes or workshops on time and let Skillszone staff know if you cannot attend.

For more information, advice and support, please contact the Customer Service Manager at one of our Learning Resource Centres and Skillszone staff.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Information technology services

You can expect us to:

- give you help, advice and training on how to use our information technology (IT) facilities when you start your programme, and throughout your time with us, through our helpdesks that are based on each campus;
- provide an introductory session during your first weeks at UEL, carried out by one of our IT staff;
- give you a leaflet introducing you to our services during the first week (we will give you one at your introductory session, but you can also get one from the IT helpdesks and from the IT web pages);
- provide you with a network and e-mail account within 24 hours of you completing your registration;
- make sure that helpdesks on each campus are open from 9 am to 9 pm Monday to Friday during term-time (support is available over the phone on extension 2468);
- provide computer labs with access to the internet and the software you need to complete your studies;
- provide you with high-quality printing facilities at a small charge using your network account – there are print stations in each LRC and IT helpdesk; and
- provide you with access to the network in the halls of residence, where available, if you have a compatible computer and network card.

We expect you to:

- keep to our network user code of practice and our security policy – you can find these documents on our IT web pages or get a paper copy from the IT helpdesks;
- take care of and respect the equipment and accommodation by taking steps, such as not eating and drinking or being disruptive in the computer labs;
- ask for help when you need it and report faults to our IT helpdesk; and
- if you require a connection from your halls of residence inform the IT helpdesk.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Student Services

We aim to give you a range of high-quality student services, which offer advice, information, financial help, services for people with a disability or dyslexia, recreational opportunities, employability, health services and childcare support throughout the period of your studies.

What we will do for you

- Offer a confidential, friendly and efficient service to our customers within a professional framework
- Treat everyone fairly and with respect, courtesy and dignity
- Work in accordance with the Data Protection Act
- Act on any form of discriminatory behaviour against our staff, students and external partners
- Provide a variety of opportunities for you to feedback your views on our service
- Value and listen to your feedback to monitor and continue to improve our service delivery

We aim to

- Offer a flexible service on both Docklands and Stratford Campuses
- Respond to all **routine** voicemail and email enquiries normally within **3** working days. If we need to consult with others in response to you we will send you an acknowledgement (via email) and will follow up your enquiry normally within 10 working days. (Our response rate may be affected during peak times of the year)

We expect you to

- Use your UEL email account for all communication with University staff
- To attend appointments on time and inform the Service if you cannot attend in advance.
- Read the Student Charter www.uel.ac.uk/studentcharter/ and comply with the student expectations set out in it.
- Follow all University regulations and the University Code of Conduct.
- To behave responsibly and co-operatively in your dealings with our Service.

We will not

- Accept any form of abuse or discriminatory behaviour against members of our team or other teams
- Use unnecessary technical terms or jargon when explaining things to you.

Children's Garden

What we will do for you as parents or enquirers

- Provide an excellent environment for parents to participate in your child's education, including parents' evenings, talks, sharing of seasonal festivals, meetings with staff etc
- Listen to and respond to your needs as parents and help you to understand and share our Steiner Waldorf Early Childhood practice

What we will do for your children

- Include and welcome all children, whoever they are and whatever their background, and provide an environment which makes children feel happy, comfortable and fulfilled
- Maintain safe, clean indoor and outdoor spaces for the children to enjoy
- Provide enriching activities both indoors and out
- Adhere to Ofsted registration requirements and work to maintain our excellent Ofsted rating
- Provide qualified early years staff, who undertake a rolling programme of development and training

Disability and Dyslexia

We aim to

- Offer an appointment to all prospective disabled students thinking about studying at UEL.
- Provide a range of advice and guidance around supporting your disability related needs in learning and teaching at UEL
- Listen and respond to your feedback to ensure that we meet your needs as appropriately as possible.

We expect you to

- Tell us about your disabilities so that we can support you effectively throughout your studies.

Regional Access Centre East London (RACEL)

We aim to

- Follow the Disabled Student's Allowance Quality Assurance Group's framework (DSA-QAG).
- To find out more please see: <http://www.dsa-qag.org.uk/>

We expect you to

- To attend appointments on time and inform the Service if you cannot attend in advance

- Provide medical evidence in advance of appointments
- Tell us about your disabilities so that we can support you effectively throughout your studies

Student Services Helpdesk

We will

- Offer you a range of support, advice, information and guidance
- Help you access specialist advice and support from both within Student Services and from schools, other services and external agencies, as appropriate to your needs

We aim to

- Provide a welcoming and effective service. If we do have to change our service, we will strive to give you reasonable notice and, if appropriate, offer an alternative as quickly as we can
- Produce any student documentation requested by you normally within 5 working days of receiving your request. (Our response rate may be affected during peak times of the year).
- Ensure that our information is clear, concise and accessible to all of our clients

We will not

- Discuss your confidential details with parents or other third parties without your written consent

Student Money Advice & Rights Team

We will

- Offer you one-to-one appointments to discuss budget plans and money issues, as well as drop-in, email and phone information and advice services.
- Use a variety of communication channels, including web technologies, to offer you opportunities to address student finance and money management issues
- Keep up-to-date with changes in funding information to provide clear and accurate responses to your queries
- Offer you a variety of topical money matters workshops and events specifically to meet your needs

We aim to

- Provide you with an appointment normally within 5 working days (Our response rate may be affected during peak times of the year).

- Continually monitor and evaluate our service provision and respond to feedback in order to ensure that we meet your needs as appropriately as possible
- Develop the financial capability skills of all our students in order to support both their experience whilst being a student at UEL and throughout their lifetimes

We expect you to

- Respond to any correspondence as quickly as possible; this will help to reduce any delays in helping you with your application or query
- To provide us with all requested supporting documentation in order that we can make an informed and timely assessment of your eligibility for any financial support. When you apply for any form of financial support, you need to read the information and guidance provided on the application form carefully and you include all the required evidence

Student Health & Wellbeing

We will

- Provide you with ongoing support on health and wellbeing issues during your time at UEL
- Offer assessment, advice, information and recommendations on your emotional, mental health and general health needs
- Based on your needs, refer you to the appropriate support services, both internally and externally to UEL, as appropriate
- Offer you appointments using a variety of methods (e.g. face-to-face, telephone, SKYPE)
- Always offer you the earliest available appointment to your specific preference of time, date or campus
- Continue to offer workshops, support groups, events and clinics tailored to various students' needs to support your student experience

We aim to

- Improve your health & wellbeing in order to support your experience of being a student at UEL
- Always try to be clear and concise in any communication without using unnecessary technical terms
- Provide you with an appointment normally within 5 working days (Our response rate may be affected during peak times of the year).
- Where reported to the team, we will provide a fast response service to students whose physical or mental health problems may pose a critical health incident of serious harm to themselves or others

We will not

- Promise things we cannot offer but we will make sure to inform you about who will be the best person/service that can help you in the shortest time possible
- Be involved in changing decisions relating to academic regulations, such as extenuating circumstances or being withdrawn from a programme of study

Employability

You can expect us to:

- deliver a service which supports and prepares you to make appropriate choices and achieve your employment aims;
- work with your school to make sure your programmes, and what you learn and the skills you develop, will help you to succeed in your chosen career;
- Deliver two employability events a year branded Employability Works! open to all students to raise your awareness of recruitment processes (CV writing, application forms, interview techniques) and facilitate access to local, regional and national employers;
- maintain a regularly updated website through which you can access comprehensive information about our service, materials to support you in the job application process and links to relevant websites, www.uel.ac.uk/employability;
- provide up-to-date occupational information on employment and postgraduate study on our website, at Skillzones, at Learning Resource Centres and at the new Student Centres;
- provide details of job vacancies on UEL Job Search pages which will be updated at least twice a week;
- to offer you support, information and guidance using a range of up to date methods including e-guidance, guaranteeing a response to your enquiry within five working days;
- work in partnership with a recognised recruitment agency to provide details of part-time, temporary and holiday work opportunities to allow you to find work to support your studies;
- provide access to a range of personal development activities including work experience to enhance your CV and increase your chances of gaining employment;

We expect you to:

- contact the Employability Team early in your university study and find out what we can do for you;
- regularly visit the employability website at www.uel.ac.uk/employability;
- take responsibility for achieving your employment aims and ask for help when needed;
- give us feedback on employability events and activities when asked; and

- take an active interest in developing personal skills and knowledge, which help you to achieve your employment goals;

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

International Student Advice

You can expect us to:

- provide you and any members of your family accompanying you a free, confidential and non-judgemental service;
- provide advice and information about your immigration status from experienced staff in accordance with the Code of Standards issued by the Office of the Immigration Services Commissioner;
- provide access to up to date information relating to the particular needs of international students and their families in all our Student Centres and through our website at www.uel.ac.uk/student-services/international;
- run workshops on a range of issues affecting international students;
- refer you to other specialist services if necessary;
- seek your views on how our services meet your needs and how we might make improvements;

We expect you to:

- seek advice at the earliest opportunity if problems arise;
- comply with the UK Immigration Rules;
- provide us with accurate information when seeking advice;
- show respect for staff and other service users;
- keep appointments or inform us as early as possible if you are unable to attend;
- give us feedback on the service you have received from us;

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Recreational and sporting opportunities

You can expect us to:

- work with you and your representative student organisations to make sure we identify and provide sport and recreation activities which are of interest;
- provide information on recreation and sports facilities in the local area;

We expect you to:

- take responsibility for your and other users' safety by following our rules on health, hygiene and safety;

- respect all other users of recreational and sports facilities;
- work with us to improve our services by giving us your views and suggestions for any changes we may need to make;

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International students

More international students are coming to our university. We really value the contribution international students make to our community. We recognise that international students often face more challenges due to being away from home, and we will work with you to make sure you can make the most of your time with us.

As well as the support and services available to all of our students, you can expect us to:

- give you advice on all aspects of studying at UEL;
- describe the academic skills and level of language needed to meet our minimum conditions for entry;
- guarantee you a place in university accommodation if you pay the deposit and return the lease by the date we give you;
- provide an English language course before you enrol and during your period of study;
- help arrange a pick-up service from the airport, train station or bus station for students from outside the European Union who are arriving in London for the first time; and
- help you to cope with any cultural differences.

We expect you to:

- provide evidence that you meet our English language requirements;
- provide evidence of your academic qualifications before you enrol;
- take part in introductory events and any other events we organise for you;
- register with the National Health Service;
- read and get to know any academic and other documents we provide to help you; and
- tell us as soon as possible if there are any changes in your personal circumstances which will affect your attendance.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

Residential services

You can expect us to:

- provide clear and accurate information, in the booklet accompanying your offer letter, on our website, and at our Accommodation Offices, explaining the accommodation options that are available to you;
- be available Monday to Friday from 9 am to 5 pm to answer any questions you may have;
- respond within 14 days, either in writing, by e-mail or by phone, telling you whether we have offered you a place in halls;
- give priority for rooms in halls to new international students, new first year students from outside the local area, and students with disabilities or special needs;
- guarantee you accommodation in halls if you belong to one of the groups listed above and we receive your accommodation application form, with the required booking fees, by 1 September;
- make sure that the halls of residence provide a reasonable standard of accommodation at a cost that is reasonable for the local area;
- manage the halls of residence effectively to provide you with as secure and supportive environment as possible;
- provide details in the residents' handbook, which we will give to all residents, of how to contact residential staff, security staff and wardens 24 hours a day;
- provide information on private sector accommodation and up-to-date lists of available properties, both shared flats and houses and lodgings in family homes; and
- offer advice on accommodation issues, either in writing, by phone, by e-mail at any of the Residential Services Offices.
- adhere to the Universities UK Code of Practice for Student Accommodation, and ensure we using best practice to ensure your safety and security.

Docklands

Tel: 020 8223 5093 or 020 8223 5094

E-mail: dlres@uel.ac.uk

Private Lettings

Tel: 020 8223 4445

E-mail: privatelettings@uel.ac.uk

We expect you to:

- read and carefully follow any information or instructions we give you;
- meet the conditions of your license agreement;
- respect and support both your environment and the other people who live in your halls of residence
- ensure we have up to date contact details for you especially during the application process;

- provide us with honest and accurate information on your application form so that we can meet your needs; and
- respect the local community both if you are living in halls of residence or private accommodation.

For more information, please contact any of the Residential Services Offices or the Head of Residential Services.

If you need emergency assistance outside office hours please contact the security guards based on the campuses.

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

If you are unhappy or have a problem

We are committed to handling any complaint you may have in a fair and efficient way.

Often, the best way to sort out a problem is to take it up as quickly as possible, dealing only with the people involved. If this is not possible, or proves to be unsatisfactory, there will be other options that you should explore. It might be appropriate, for example, to raise the matter with:

- your personal tutor;
- your programme leader or module leader;
- the head of your school;
- the Counselling Service; or
- the University of East London Students' Union.

If you have tried all these approaches and you feel that your concerns have not been dealt with adequately, you can use our formal complaints procedure. You can find this in our Manual of General Regulations and Policies, which is on our website. (You can also get a paper copy from reception.)

You can expect us to:

- provide advice and information on how our procedures work;
- treat complaints seriously and fairly, and respect confidentiality at all times;
- support and encourage you to get help through the Students' Union;
- make sure that, if you complain, you will not be discriminated against because you have complained; and
- monitor the number of complaints we receive and their outcomes.

We expect you to:

- if you feel able to do so, approach the person who is causing the problem and give them the chance to put things right;
- try to sort out problems informally and, if this is not possible, let us know before they develop into greater difficulties; and
- if needed, get help and support from either your friends, the Students' Union, Student Services staff, tutors or senior staff.

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The University of East London Students' Union

Our Students' Union (UELSU) is the recognised representative organisation for students enrolled at UEL. It is a charitable organisation which is independent of our university. You do not have to be a member of UELSU. If you aren't, we will make sure that you are not unfairly disadvantaged for having opted out. You can get the appropriate forms from Student Services.

We welcome the contribution the Students' Union makes to our university and we want to work with them to improve our students' experience of it. We encourage all students to become active members, and we are proud of our continuing and effective partnership with UELSU.

Your views count – helping us improve our university

We are always looking at ways of improving our university and we welcome and value your views, comments and suggestions on making appropriate changes and improvements. We would also very much welcome your feedback on this charter. Please write to the Director of Student Services, University of East London, Docklands Campus

We would like to hear from you as to how we are doing in keeping our promises to you and how we could do even better, please contact us on charter@uel.ac.uk

This statement sets out the approach we take in supporting your learning. It is not a legally-binding document and does not form part of a legal contract with you.