

Getting in touch:

If you are a student or researcher at our Loughborough campus:

- you can email us at  lsuadvice@lsu.co.uk

If you are a student or researcher at our London campus:

- you can email us at  lsulondonadvice@lsu.co.uk

Please ensure you include your name, Student ID/Bnumber.



Advice checklist:

STEP ONE

Identify what it is you need help with, and consider what outcome you are hoping for. You may find it useful to read about the area of advice you need – pop over to our website to find out more about what we can support with.

STEP TWO

Gather information/evidence (it's really helpful for us to see, so try putting together any documents/emails which relate to your situation).

STEP THREE

Get in touch with the team (email your information along with any documents and a brief summary of your concerns to our team).



LSU ADVICE

FREE
INDEPENDENT
NON-JUDGEMENTAL
CONFIDENTIAL

*for students and researchers across
Loughborough and London campuses*



lsu.co.uk/advice

Who are we?

The LSU Advice service consists of a team of four advisors, available to give taught students and Doctoral Researchers at the Loughborough and London campuses free, confidential, non-judgemental advice that is independent of the University.



What can we help with?

Our advisors can provide guidance throughout University processes, including; responding to allegations of academic misconduct, appealing results, disciplinary allegations, submitting a complaint and making a mitigating circumstance claim. Students at our London campus may seek advice on their mitigating circumstance claim from the LL University Welfare Support team, but are welcome to contact an advisor from our team, if they prefer. Please see our website and self-help guides for more information about these processes, along with the University's online handbook:



 lsu.co.uk/advice

 www.lboro.ac.uk/students/handbook

Please note that we are not able to advise on student vs student conflicts, or Students' Union disciplinary offences and complaints.

What support can an advisor offer?



Our advisors' support can consist of: answering questions about University processes and your situation, reviewing a draft of forms or responses, providing advice on what evidence may be necessary and helping to prepare you for any hearings or meetings associated with your case.

Our advice is designed to equip you to make informed but independent decisions about courses of action, and so we will not typically act on your behalf.

We deliver our advice primarily through email. In-person appointments are not always necessary, however, your advisor will let you know if they feel an in-person or telephone appointment would be helpful.

Unsure whether we can help?

Do not hesitate to get in touch if you are unsure whether we can help. It is best to seek advice as soon as possible as difficulties can be most easily resolved when raised quickly.

An advisor will be able to discuss your situation with you and help you to better understand your options.

If after speaking to you we establish we are not best placed to help, we will always try to help you find the service you are looking for.