



## ULSU Advice Centre Client Follow Up Policy

The ULSU Advice Centre accepts a level of responsibility for ensuring that its clients are informed in a timely fashion of issues which may affect their case and ensuring Advisors keep in regular contact with the student throughout their case.

Advisors will follow a follow up procedure to ensure that Advisors make regular contact to monitor the progress of the case, determine if any further advice is needed and ensure clients are informed before the closure of their case.

There is an expectation that Advice Centre Staff will agree with clients on the most suitable communications methods during initial appointments. After discussion with the student, Advisors may communicate through the considered use of email, telephone or voicemail if this has been explicitly agreed with the student.

The ULSU Advice Centre staff are encouraged to consider approachability and accessibility at all times, including through the considered use out-of-hours appointments and email responses.

The ULSU Advice Centre creates an obligation on itself to respond to communication within the following timeframes:

- |                     |                                     |
|---------------------|-------------------------------------|
| • Letter            | 3 working days (plus delivery time) |
| • Email             | 2 working days                      |
| • Voicemail message | 1 working day                       |

Where these timeframes cannot be adhered to, Advice Centre Staff will inform the ULSU Advice Centre Manager and work together to ensure the management of client expectations, including sending holding replies where appropriate.

### Follow up procedure

Advisors will aim to send a follow up email after an appointment within the same day, unless not deemed plausible, in which case the follow up should be expected by the end of the next working day by 5pm.

A 1 week follow up will be sent from the initial appointment to ask how the case has progressed and if any further support is needed.

If a student contacts an Advisor between these times, the 1 week follow up will be made from the date of the last contact with the student.

If a student does not respond or contact an Advisor up to 1 week after they have sent the initial follow up, an Advisor will send a final follow up email informing the student of the time length until they close their case due to inactivity. Students will be reminded that cases can be reopened at any time should they require future support.

Time sensitive cases will be considered and may require shorter lengths between follow ups.

Ongoing cases may require regular follow ups from the Advisor. Advisors will use their professional judgment to determine the length of timer between follow ups in ongoing and complex cases.

Last Reviewed: August 2020

Next Review Date: August 2021