

## Individual Representation Service Standards

The OU Students Association (trading as Open SU) provides the Individual Representation service for students who are experiencing challenges with the University during their studies. This document outlines what students can expect from us as we support them, and what we in turn expect from students to enable us to support them effectively.

### What you can expect from us:

#### Independence

Our service offers free, independent, and confidential advice and support for Open University students. The Students' Union is independent from the University and operates as its own charitable organisation. This means the advice we provide is not influenced by external parties.

#### Informative and Empowering

The advice we offer is intended to inform and empower students to make their own decisions about how to move forward. Advisors will not make decisions on behalf of students; however, they will explore options and provide the information needed to support a student's case. Ultimately, responsibility for the case remains with the student.

#### Open and non-judgemental

All cases will be considered, regardless of a student's situation. We will only ask questions that are relevant to the case.

#### Confidentiality

Information shared with us will be treated with the strictest confidentiality. It may be shared with other staff members within our service where necessary, but it will not be shared with third parties without the student's consent. Exceptions may be made where there is a risk of harm to the student or others.



## Quality of Service

To improve the quality of our service, we encourage students to complete a feedback form, which will be shared with you at the end of the service. We also carry out internal case reviews to help identify areas for improvement in the advice we provide.

If you are dissatisfied with our service, you can submit feedback at any time by emailing [oustudents-studentadvice@open.ac.uk](mailto:oustudents-studentadvice@open.ac.uk). If you wish to make a complaint, please email [su@open.ac.uk](mailto:su@open.ac.uk) and include 'Complaint' in the subject line.

## What we expect from you:

### Responsibility

The case remains the student's responsibility, not the Individual Representation Service. This includes making decisions, submitting evidence, and completing appeals and forms within the timeframes set by the University.

### Communication

It is the student's responsibility to keep advisors updated with any communication received from the University.

### Respect

All students are expected to treat staff members with respect. The service reserves the right to withdraw support where behaviour is not respect

### Data protection

By contacting the service, you agree that the Open University Students' Union may collect personal and sensitive data about you. Please be assured that this information will only be used for the purpose of supporting your case, and it will not be shared with anyone else without your consent.

For more information about how we collect, use, and protect your data, please see our [Privacy Policy](#)

