

Signposting and Referral Policy

ASK is able to deal with majority of issues you raise with us; ASK Advisers give information, undertake casework and provide representation to Keele students. However there may be occasions when a different service is better placed to offer advice and support or where ASK do not have the resource or expertise to advise further.

In this case your ASK Adviser will tell you which service would be best placed to offer advice and support. Examples of services ASK may signpost or refer to are Keele University Student Services, Counselling and Mental Health Support or external services such as Citizens Advice or local charities or solicitors.

Signposting

If you are signposted for further advice or support you will be given enough detail to access that service. It is then your responsibility to follow this up and access the service. No information is given to the other organisation by ASK.

If you are signposted to either an internal or external organisation you will be given any relevant information that is held about that organisation or service. Information may include accessibility, distance and cost.

Records of any signposting made internally or externally will be recorded with your ASK case files.

Where you are signposted to a different organisation or service the ASK Adviser will tell you whether they will close your case or will agree actions for any ongoing actions.

ASK will only signpost to reputable organisations or services that provide quality assured information, support or advice.

We welcome feedback on your experiences of the organisations we signpost to. Feedback can be given by emailing su.ask@keele.ac.uk or anonymously through <https://keelesu.com/advice/asksurvey/>.

Referrals

If you are referred to another organisation your ASK Adviser will take responsibility for contacting the other organisation, making you an appointment or making any other arrangements. You would be asked to sign a consent form to contact the other organisation on your behalf and to share relevant details.

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