

ASK

Advice &
Support at
Keele SU

GIFT POLICY

Advice & Support at Keele SU (ASK) is a dedicated advice service that is independent from the university. ASK Advisers provide free, confidential, and impartial advice to our students on a range of issues.

ASK delivers a **free** service to Keele University students. We will never make a charge for the advice, support, and representation we provide. ASK is funded from Keele SU's resources.

ASK reports to the Keele SU Senior Leadership Team and to the Elected Officers. ASK also lets you know what we have been doing in the Annual Report, published by Keele SU.

ASK records statistics on inquiries made to the office and we record qualitative evidence of work undertaken on students' behalf.

ASK has policies in place, including a Code of Practice, Confidentiality Policy, and a Complaints Procedure.

ASK recognises that from time to time you like to thank us for work we have undertaken on your behalf, and we are grateful for any comments and feedback.

We are not able to accept gifts to employees of money, or gifts of a significant monetary value (more than approximately £10), to maintain a professional relationship between client and ASK Adviser.

If you would like to thank us for our work by sending a gift - please instead [complete our client satisfaction survey](#) (it only takes 2 minutes to complete and won't cost you anything!).