

# ASK Gift Policy



## Advice & Support at Keele delivers a free service to Keele students.

- Advice & Support at Keele (ASK) is funded from Keele Student Union (Keele SU) resources. ASK reports to the KeeleSU Senior Leadership Team and to the Elected Officers. ASK also lets you know what we have been doing in the Annual Report, published by KeeleSU.
- ASK records statistics on inquiries made to the office and we record qualitative evidence of work undertaken on students' behalf.
- ASK has a number of 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.

## If you would like to thank us for our work by sending a gift - please read on...

- We would like to be able to communicate positive feedback to the Senior Leadership Team and to the Elected Officers, but we can't do this as we are restricted by the Confidentiality Policy and by the nature of the gifts (i.e. if it's chocolates, we always eat them!).
- We would like better evidence of client satisfaction.
- We are not able to accept gifts to employees of money, or gifts of a significant monetary value (more than approximately £10), in order to maintain a professional relationship between client and advisor.
- Therefore, we would be grateful if, rather than send us gifts, that you do *any* of the following;
  - ✓ Complete a 'comment slip' in the waiting area of the ASK office, giving authority for us to use / publish your comments *OR*
  - ✓ Write us a letter including any comments you would like to make *OR*
  - ✓ Write to our Union Development & Democracy (UDD) Officer, [su.uddofficer@keele.ac.uk](mailto:su.uddofficer@keele.ac.uk) or [su.president@keele.ac.uk](mailto:su.president@keele.ac.uk)

This way we will be able to use your comments to report evidence of client satisfaction (rather than us eating all that chocolate!).

- Please note: by sending a card of thanks with your name on, you are accepting that other people may see the card.

\*If you have any negative comments / a complaint to make, please use the comments slips in the ASK waiting area or see our Complaints Procedure. Alternatively, please contact the Head of Student Voice & Advocacy [f.harris@keele.ac.uk](mailto:f.harris@keele.ac.uk) or [Vice President Education Officer](mailto:Vice President Education Officer) or [Vice President Welfare & Internationalisation Officer](mailto:Vice President Welfare & Internationalisation Officer) to give us the opportunity to improve our service. ([su.educationofficer@keele.ac.uk](mailto:su.educationofficer@keele.ac.uk) or [su.vpeducation@keele.ac.uk](mailto:su.vpeducation@keele.ac.uk) or