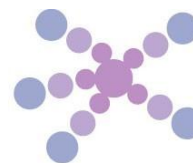


The IAU's Gift Policy



Independent Advice Unit

The service the Independent Advice Unit offers is free to Keele students.

- ❑ The Independent Advice Unit (IAU) is funded from Student Union (SU) resources. The IAU reports to the SU Management Committee and to the annually elected Sabbatical officers. The IAU also lets you know what we have been doing in the Annual Report, published by the SU.
- ❑ The IAU records statistics on inquiries made to the Unit and we record qualitative evidence of work undertaken on students' behalf.
- ❑ The IAU has other policies in place, including a Code of Practice, Confidentiality Policy and a Complaints Procedure.
- ❑ The IAU recognises that from time to time you like to thank us for work we have undertaken on your behalf*.
- ❑ We are extremely pleased when students are happy with the way that we dealt with their case, and are grateful for feedback. Some students chose to thank us by sending a card or a gift or both.

If you feel that 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 Management Committee and to the Sabbatical 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!). Please note: by sending a card of thanks with your name on, you are accepting that other people may see the card.
- ❑ We would like more qualitative 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 £5), 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 IAU, 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 President, president@kusu.keele.ac.uk**

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

If you would like to make a donation to the Independent Advice Unit, you can do so. We commit to feeding back to you what the money will be spent on.

*If you have any negative comments / complaint to make, please use the comments slips in the IAU waiting area or see our Complaints Procedure. Alternatively, please ask to see the IAU Manager or Vice President Education or Vice President Welfare to give us the opportunity to improve our service. (vp.education@kusu.keele.ac.uk or vp.welfare@kusu.keele.ac.uk).