**Information for Parents/Guardians/Carers of Students**

Here at Worcester Students’ Union, we provide a confidential service to students. This means that we are unable to discuss matters with students’ parent/guardian/carers unless they have given us explicit consent to do so by emailing [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk) from their university email address **and** completing the [online enquiry form.](https://www.worcsu.com/helpandadvice/adviceform/)

If a parent/guardian/carer does get in touch with us, we are able to give general advice, such as support available to students and how they can access this. We are not able to discuss any information such as whether a student is accessing our service or if they have accessed our support in the past.

If a parent/guardian/carer has any concerns regarding a student’s wellbeing, we advise getting in touch with the [University’s Counselling and Mental Health Team.](https://www2.worc.ac.uk/counselling/) For more information on how the university processes student data, [contact Firstpoint.](https://www2.worc.ac.uk/firstpoint/)

*Disclaimer*

*The level of engagement with third parties is decided on a case-by-case basis and is subject to change without notice.*