

[Financial Information and Assistance Team](#) – financial support may be available to students in difficulties. You can contact the team directly or come to the Advice Centre first to talk about the process.

[Visa Team](#) are there to help international students with Tier 4 visa and immigration issues.

The [Security](#) team are around 24 hours a day. Call them on 02380 592811 or in an emergency, call 3311 from an internal phone only.

From 8.30 to 18.00, the [Student Services Centre](#) is available to provide general help and information. Out of these hours, [Ressup](#) (Residences Support Team) and [Private Rented Team](#) are there to help all students.

[Personal Academic Tutors](#)/Senior Tutors – your PAT should normally be your first point of contact for any problems with your course.

[Law School Clinics](#) – students in the Law School, supported by a local barrister, offer advice on Housing, Employment and Family problems.

[Mediation Service](#) – this is available to both staff and students and can help with housemate problems, communication problems with your supervisor and many other communication difficulties.

[Harassment Contacts](#) – trained to help students and staff who feel they are being bullied or harassed.

External

[Police](#) – contact them for any security/crime-related matter. Call 999 in an emergency or 101 for general enquiries. You can also get emergency medical help by calling 999 (or 111 for non-urgent medical questions)

[Samaritans](#) – available 24 hours a day, 7 days a week. They are a confidential listening service and you can talk to them about anything.

[No Limits](#) – a local charity, it is also open to students under the age of 26. They offer all sorts of services from counselling to budgeting advice.

[University Health Service](#) – there is a GPs' surgery on campus; you will need to register as a patient to see a doctor.

Advice from Peer Support Co-ordinator

'If you are concerned about the safety of your friend for any reason: health, drugs, suicidal thoughts – or they have disclosed some form of harassment, physical or sexual abuse – you can say "I can help you find some professional support".'