As a student of the University of Nottingham, you're automatically a member of your Students' Union.

This document covers everything you need to know about our standards and commitments to you, our members, as well as everything our customers need to know – whether they’re within or outside of the University.
Accessibility

We’re committed to communicating the way you want us to. That means we share accurate, relevant information with you and keep you in the loop with everything we’re doing – from activities to events.

We also make sure you know who to contact and when, and that you know how to get involved, make change and find support.
Transparency

You can trust us to tell you about any changes within the SU, and keep you updated with the progress on any queries you might have.

We use and share the results of opinion polls and insight to inform our decisions or changes. That way, you know how our policies are shaped.

But that's not all. We'll also tell you about any changes within the SU, and keep you updated with the progress on any queries you might have.
Treating you right

Whether online or in person, our staff are professional, friendly, helpful and follow processes correctly; we’ll always treat you fairly and with respect.
Getting in touch with us is easy, and we're always keen to hear when things are good – as well as when they're not so good.

Always share your opinions with us; we'll listen, understand and respond, say sorry when we get it wrong, and use your feedback to improve how we do things.
Customer expectations

You can help us by giving us the same courtesy you would expect yourself, being respectful, responding to emails in a timely fashion, and providing us with enough notice when you want us to do work for you.