

# Raising student issues

- Once a student reports a disability/health related issue to a staff member we are deemed to be aware → we need to make sure this is reported up the chain so they can get the needed support
  - You must not simply ignore this and take no action!
- Please report this to the student office immediately so they can flag and escalate it
  - With the Departmental Disability Contacts in cc
    - For Y1 and new issues to Carl; for Y4 and ongoing issues to Neil
    - For others or for particularly complex cases to both of us
- If they are in a crisis now you can contact
  - University: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) or 0151 795 1000 in working hours
  - Outside: NHS, counselling services, 999
  - Further details: <https://www.liverpool.ac.uk/studentsupport/crisis/>
- Otherwise you should signpost them to the central university student support services
  - <https://www.liverpool.ac.uk/studentsupport/>
  - <https://www.liverpool.ac.uk/studentsupport/mental-wellbeing/mental-health-project/signposting/>
  - Where they can book a general appointment with the team or find links to more specific services ...

Note: there is no confidentiality breach if you are only passing it on to people that need to know

# Signposting

- Depending on the nature of the issue you can signpost the student to the following services
  - Making contact for the student can be the most effective way to ensure they get the help needed
- Disability
  - <https://www.liverpool.ac.uk/studentsupport/disabled-students/>
  - Email: [disteam@liverpool.ac.uk](mailto:disteam@liverpool.ac.uk)
- Mental health
  - <https://www.liverpool.ac.uk/studentsupport/mental-wellbeing/>
  - Email: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)
- Financial issues
  - <https://www.liverpool.ac.uk/studentsupport/money-advice/>
- Visas/immigration
  - <https://www.liverpool.ac.uk/studentsupport/visas-and-immigration/>
- This and further information is also linked from physics student office canvas
  - <https://canvas.liverpool.ac.uk/courses/48216/pages/health-and-support>