

**Key Information for working best with the Student Activities Team**

This document has been created to outline some basic guidelines, requirements and timelines for most of the essential work that student group leaders (Sports clubs and Societies) and the Student Activities Team do together, including:

- The best ways to get in contact with the staff team
- Making payments on behalf of your student group
- Providing feedback or making a complaint

**Communication with the Student Activities team:**

Email:

- All enquiries and requests to be sent to [activities@gre.ac.uk](mailto:activities@gre.ac.uk)
- Your enquiry will be allocated to a member of the Activities team
- response to enquiry or acknowledgement of enquiry (if more steps need to be taken) will be communicated within three working days of being sent
- Working hours for the activities team is Monday-Friday 9am-5pm
- Anything sent after 4pm will not be allocated to a staff member until the next working day

Phone:

- The best way to contact one of us by phone will be to contact the respective GSU reception points primarily, who will then endeavour to redirect you to the necessary phone number to reach us at that time
- Greenwich reception (Dreadnought Welcome Desk) 0208 3319255
- Avery Hill reception (GSU Office, nr. Village Shop) 0208 3319639

In person:

Each member of the GSU Student Activities Team is committed to working across both Greenwich and Avery Hill campuses where necessary. To try and make it as straightforward to find each member of staff as possible, we have created a regular schedule of which campus we will be primarily based at on each day of the week:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
ONYINYE	GRE	GRE	GRE	AH	GRE
JOE	AH	AH	AH	GRE	AH
KAYLEIGH	GRE	AH	AH	AH	GRE
LUCY	GRE	GRE	AH	GRE	GRE

**Payments:**

Payment deadlines:

<b>Invoice/Claim Form to Activities Staff member</b>	<b>Payment Date</b>
09/01/20	17/01/20
23/01/20	31/01/20
06/02/20	14/02/20
20/02/20	28/02/20
05/03/20	13/01/20
19/03/20	27/03/20
02/04/20	10/04/20

Payment Timeline:

- If invoice/claim form is correctly submitted by the first date shown in table students will receive payment/reimbursement the following Friday as shown in second column of the table
- Please be aware that claim forms/invoices must be correct and approved by the treasurer so please leave extra time to ensure these are achieved before specific dates

Invoice requirements:

- Date of invoice submission
- Name and address of company/individuals
- Contact email and number
- Invoice number
- Addressed to current member of staff or Sports club with full name and address of GSU
- PO/customer number (if applicable)
- Full description of services with any associated dates/hours
- One of the following: Company number/VAT number/ UTR number (for self-employed)

**Team Greenwich Coaches payment:**

- Moving forward all Sports Coaches are to email monthly not termly and expect payment according to the payment dates above
- If termly invoices continue to be submitted there will be a delay in payment

## Feedback & complaints:

As part of a student-led organisation, feedback is incredibly important to us here in the Student Activities team at GSU! There are a number of ways in which you can provide feedback to us, whether positive or negative:

### 1. Contact the Student Activities Staff team

Our team are always happy to find time to discuss your experiences as a member or prospective member of one of our Sports clubs or Societies. Should you wish to get in touch with us, you can find how and when to reach us towards the beginning of this document.

### 2. Contact the GSU Officer team

GSU's team of Elected Officers are here to represent all students at the University of Greenwich. If you don't feel comfortable speaking to a Student Activities member of staff about your experience, they are happy for you contact them with your concerns. They can offer assistance in how is best to proceed with your feedback, and in cases of emergency, can escalate your concerns when required.

### 3. Online Feedback Mechanism:

If you would like to give feedback, you can do so by heading to the GSU Website or by following this link: [greenwichsu.co.uk/feedback](https://greenwichsu.co.uk/feedback)

There is the option for this feedback to be anonymous, should you prefer.

Feedback is reviewed weekly, assigned to the correct staff team, who will then update you on the process of your feedback, from receiving it, to the actions taken, and finally, the outcome.

### 4. Online Complaints Mechanism:

Should you wish to make a formal complaint, you can do so by heading to the GSU Website, and selecting the 'Make a Complaint' link at the bottom of the webpage (or, by following this link: [greenwichsu.co.uk/makeacomplaint](https://greenwichsu.co.uk/makeacomplaint))

There is the option to make your complaint anonymous, should you prefer.

Additionally, the link above also provides information on how to escalate your complaint directly to the CEO of Greenwich Students' Union, if you wish to.

For full information about the GSU Complaints Procedure, please follow the link: [greenwichsu.co.uk/complaints](https://greenwichsu.co.uk/complaints)