

Poppy Damon
request-586915-ddd1f39e@whatdotheyknow.com

12 July 2019
Reference: FOI-164

Dear Ms Damon

I am writing in relation to your request of 3 July 2019, for the release of information held by the University of Surrey. Your request has been considered in line with the Freedom of Information Act 2000 (FOIA).

The information you have requested can be found below:

1. **Do you offer special provisions for counselling services for students specific to bereavement?** We provide counselling to bereaved clients, some of our staff have additional training in bereavement and links to local Cruse service which we refer to.
2. **Do you offer any support or counselling services for students?** Yes.
3. **Do you have an institution wide policy/guidance regarding caring for students following a bereavement?** We do not have an institution wide policy for this specifically, however parts of other policies refer to this issue.
4. **Do your policies or practices exclusively relate to support for students who have lost parents or does your support factor in other forms of bereavement, such as losing a sibling?** No.
5. **Can you tell me what special provision you have for offering extensions and academic breaks in study after a bereavement?** Please refer to the attached Regulations for Extenuating Circumstances. Sections 8(i) and 9(i) of the Regulations apply to extensions. Students can also apply for Temporary Withdrawals from study at any point.
6. **How much money did you allocate to counselling and support services for bereavement per year (Jan 2016-Jan 2019)?** There is no specific funding available exclusively for bereavement.
7. **If you feel you would like to offer an opinion, would you say your institution feels you are offered enough from the Government in order to support students who have experienced bereavement while studying?** The FOIA gives a general right of access to all types of recorded information held by public authorities. We are not required to create new information to respond to a request, or give a



judgement or opinion that is not already recorded. Therefore, we are not obligated to respond to this question as it falls outside the scope of the Act.

The University has a formal internal review process for dealing with appeals or complaints in connect with Freedom of Information requests. If you are not satisfied or have any questions about the handling of your request, please contact me in the first instance at freedomofinformation@surrey.ac.uk.

Should you remain dissatisfied with the outcome you have the right under Section 50 of the FOIA to appeal against by contacting the Information Commissioner at:-

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

<https://ico.org.uk/concerns/>

Should you wish to make a further request, you can write to us at freedomofinformation@surrey.ac.uk.

Yours sincerely

R. Hearn

Rihanne Hearn
Information Compliance Officer

