# Student Charter

In order to create a supportive environment conducive to learning we want to ensure we give you all the support and guidance you need to achieve success. This charter serves to outline the responsibilities of the Recovery College and its Peer Tutors, as well as those who attend as students.

The Recovery College pledges to:

* Deal with your registration courteously and reply within two weeks of our registration window closing to confirm your courses
* Provide information, guidance and advice on courses and programmes of study and support to access our courses
* Provide you with a warm and professional welcome at all times
* Ensure courses/workshops are of a high quality and promote recovery principles
* Offer advice and guidance on learning and study skills, and the use of learning resources
* Provide support, which will help you monitor and review your progress if you would like to
* Devise well-planned schedules that, where possible, will take your needs into consideration
* Provide a safe and healthy study environment
* Provide an environment free from discrimination
* Respect your personal beliefs, life choices, religious and cultural practices and traditions
* Supply Buddy support where available
* Give you the opportunity to express your views and concerns about the Recovery College and its services without fear of recrimination. You can do this by contacting the Brighton and Hove Recovery College office on 01273 764967 or 07458 077087, by email to: recoverycollege@southdown.org or through the Southdown complaints process