

University of Surrey

Your Journey with the SVLO Service

Getting in touch

You can contact the SVLO service in two ways:

- By emailing us directly, or using our booking form.
- A staff member can also make a referral for you, but only if you consent.

After you contact us

- We will usually get back to you within 1–2 working days. At very busy times it may take a little longer.
- We will contact you by the method you've said works best for you.
- You'll get a booking confirmation and a consent form. The consent form lets us understand your preferences for support, and you can change these at any time.
- While you wait, you can also get support from University Wellbeing services or other trusted services.

Your first meeting

- Your first meeting is usually one hour.
- Meetings take place online, but if you would prefer in-person we will try to arrange that.
- The SVLO will start by introducing themselves, explain confidentiality, and then ask what you'd like to focus on.
- **You choose how much or how little to share.**
- **If talking feels difficult, you can write things down or take breaks at any time.**
- **We will not ask you for graphic details.**
- **The focus is on what feels right for you and what you would like the next steps to be.**

This is a safe and confidential space with no pressure to report formally.

Support we can offer

Support is flexible. It may be one conversation, short-term support, or ongoing sessions. It could also be resources by email if that's what you prefer.

We can offer:

- Advocacy with academic adjustments (ECs)
- Support around accommodation and safety planning
- Onward referrals to specialist counselling or advocacy services
- Space to talk through what you've experienced
- If you want, we can also explain reporting options — to the University, police, or external services

You don't have to decide everything in the first meeting. We can take it step by step.

Ongoing support

- You can access the service more than once, whenever you need.
- Support is led by you and what feels useful for your situation.

Ending support

- When you feel you no longer need us, we will bring the support to a close.
- You can always come back to the service in the future.