Signposting Guide

Not sure who to contact? Use this quick guide to find the right team.

I need help with...	Contact
Appeals, complaints, mitigating circumstances, academic misconduct, student conduct or Fitness to Practise	**Met Union Advice Service** Visit webpage Contact form theadviceservice.su@londonmet.ac.uk Free, confidential, and independent advice.
General queries about the Students Union	**Met Union** Mon-Fri, 10am-5pm London Met Students' Union, Herglenis Building, Holloway Campus,166-220 Holloway Road, London N7 8DB Met Union Website **Met Union Mailbox** Studentsunion@londonmet.ac.uk
Submitting or checking a formal appeal/complaint, or a Casework process	**Student Casework Office** casework@londonmet.ac.uk For University casework procedures and submitted cases.
Immigration, Student Visas, Graduate Route, CAS or immigration rules	**International Student Advice Team** Visit webpage adviceinternational@londonmet.ac.uk Specialist immigration advice.
Tuition fee debts, payment options or instalment plans	**Income Collection Team** Visit webpage incomecollection@londonmet.ac.uk For amounts due and payment arrangements.
Student finance, funding, hardship or accommodation advice	**Student Money & Accommodation Advice (SMAA)** Visit webpage SMAA@londonmet.ac.uk Funding and accommodation guidance.
General student enquiries, enrolment/re-enrolment, timetables, course/module queries or forms	**Student Zone** Visit webpage Freshservice support portal studentzone@londonmet.ac.uk Your first port of call for general University queries.
Disability, neurodivergence, long-term health conditions, learning differences or reasonable adjustments	**Disabilities & Dyslexia Service (DDS)** Visit webpage dds.studentservices@londonmet.ac.uk Advice, adjustments and disability-related study support.
Mental health, emotional wellbeing or counselling	**Counselling Service** Visit webpage Registration form counselling.studentservices@londonmet.ac.uk Confidential mental health and wellbeing support.
Careers, CVs, applications, interviews or employability	**Careers & Employability**

	Visit webpage careers@londonmet.ac.uk Careers and employability support.
IT, passwords, University account or technical access problems	**IT Help & Support** Visit webpage For University IT and account access issues.

Drop-in and appointment times

These times are subject to change. Always check the University's current Student Zone Drop-in Times page before travelling to campus. Student Zone telephone appointments can be booked up to three days in advance. **Check current drop-in times**

Campus	Service	Availability / how to access
Holloway	Student Zone	Monday-Friday, 09:30-17:00 Book a telephone appointment
Holloway	Careers	Book an appointment Book an appointment
Holloway	Counselling	Book an appointment Book an appointment
Holloway	DDS	Monday, Tuesday and Thursday, 13:00-14:00
Holloway	Income Collection	Tuesday and Thursday, 09:30-15:30
Holloway	SMAA	Book an appointment Book an appointment
Holloway	Student Visa Advice	Monday-Wednesday (Virtual) Thursday and Friday (Face to Face), 09:30-16:30
Aldgate	Student Zone	Monday-Friday, 09:30-17:00 Book a telephone appointment
Aldgate	Careers	Book an appointment Book an appointment
Aldgate	Counselling	Book an appointment Book an appointment
Aldgate	DDS	Wednesday, 10:00-12:00 Book an appointment
Aldgate	Income Collection	Contact the team Contact the team
Aldgate	SMAA	Book an appointment Book an appointment
Shoreditch	Student Zone	Telephone appointments available Book a telephone appointment
Shoreditch	ITS	Tuesdays, 09:00-17:00
Shoreditch	Library	Thursdays, 15:00-17:00

Please check the linked webpage before attending, as drop-in availability may change during the year.

Not sure where to start? Contact Student Zone for general University enquiries. If your issue is about an academic process such as

an appeal, complaint, mitigating circumstances or misconduct, contact the Met Union Advice Service for independent advice.

Contact details can change. Check the linked service webpage for the latest information.