

Who can I speak to at the University for advice and guidance?

You can contact Care and Concern for confidential advice and guidance about what to do next; for help accessing support, both at the University and externally, and; for advice about reporting options, including to the University and to the police.

email: careandconcern@mdx.ac.uk (or)
call Security on **020 8411 6200** and ask for the Designated Safeguarding Officer (DSO) (or)
ask any member of staff to refer you to Care and Concern on your behalf.

You can speak to a DSO either face-to-face or via the phone. You can be accompanied by a friend or family member and you can request a specific gender if you want.

To find out more, see 'Reporting to the University', accessible via the home page of this document.

What is Care and Concern?

Care and Concern is a centralised university system which students and staff can use to refer, report and get support for concerns relating to the conduct (or potential misconduct), health, wellbeing, risk of harm, or safety of a student. It manages an holistic response to four policies: Safeguarding (including Prevent); Fitness to Study; Fitness for Practice, and; Student Conduct and Discipline.

The Care and Concern team is made up of members of university staff from professional services, such as Counsellors, Mental Health Practitioners, Progression and Support Advisors, Assessment Officers, Student Support and Student and Legal Affairs staff. They meet up twice a week and work together to help put actions in place to get appropriate support to students.
For an overview of Care and Concern, click [here](#).

If I contact Care and Concern, what will happen?

When contacting Care and Concern, you will either be put through to speak to the Designated Safeguarding Officer (DSO) or receive an email response via the Care and Concern inbox from the DSO. To follow the various next steps in the Care and Concern procedure, click [here](#).

Who are the Designated Safeguarding Officers (DSOs)?

DSOs are the first port-of-call for the Care and Concern procedure. They volunteer to be available Monday to Friday, 9am to 5pm, to be on hand to answer the phone or meet you face-to-face to talk through your options and put in place an immediate response if necessary.