

We agree to:

1. Train our volunteers
2. Run the Nightline service for students by students
3. Comply with the following call-taking principles:

Confidential

We won't divulge anything in your call to anyone outside the service.

Anonymous

We won't make any attempt to find out who you are, you don't even have to give a name.

Non-judgmental

We have no political, religious, ethnic, cultural or moral bias. We accept and respect the views of any caller. We won't criticise or judge.

Non-directive

We won't steer you towards any particular course of action or get you to think about your situation in any particular way.

Non-advisory

Although we're also an information service, the only information we provide is factual and impartial from reliable sources. We won't give you advice ourselves but we can give you details of relevant professional advice sources.

Member Nightline: _____

Signed: _____ (Nightline Association representative)

Please complete and return to:

Lisa Molson, Nightline Association, c/o London Nightline, University of London Union, Malet Street, London WC1E 7HY

The Charity respects the right of Nightline members to set aside these principles when dealing with service users whom they consider are abusing their service. The Charity recognises the legal obligation of Nightline Members to set aside these principles in certain circumstances e.g. information relating to terrorism. Please contact enquiries@nightline.ac.uk if you offer an additional service or encounter an alternative circumstance that requires you to set aside these principles so they can be assessed on a case by case basis.

Nightline is an operating name of National Nightline, a company registered in England and Wales limited by guarantee
Registered Office c/o University of London Union, Malet Street, London WC1E 7HY
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Registered Charity Number 01112793