



Advice Service Withdrawal of Service Policy

The advice team strive to provide good quality advice and support to clients using the service. Unfortunately, there may be situations where there is no alternative but to withdraw the service from a client or exclude a client from the advice offices.

These circumstances may include but are not limited to the following

- the client has been violent, aggressive, threatening or abusive toward staff or other clients
- the client does not abide by the Students' Union Equalities policies
- the client regularly refuses to follow the advice given by their Adviser
- the client regularly changes their mind about what they want to do
- the client fails to provide the required information needed to progress their case
- it is suspected that the client is attempting to mislead the Adviser or to defraud a third party.
- the Adviser feels that they cannot offer the client any further assistance on a particular issue, or if there is little chance of success.

Procedure for withdrawing the service or excluding a client

The following procedures should be applied when deciding whether to withdraw the service:

Where possible the client should be informed that the Adviser is considering withdrawing the service and why.

The decision to withdraw service must be made by the Advice & Advocacy Manager, if the Advice & Advocacy Manager is unavailable the decision can be delegated to a senior member of the team.

The Advice & Advocacy Manager must write to the client to explain that the service will no longer be provided to them and give clear reasons why.

The letter must explain any conditions to the client. For example, if a client has verbally abused a member of the advice team the manager may choose to impose a complete ban on the client. If the service has been withdrawn from a client because their issue has been exhausted it can be made clear to the client that they can seek advice on any new issue.

If the manager withdraws the service because the team is unable to help the client, efforts should be made to signpost or refer the client to an alternative agency.

The client should be told that they can appeal to the Head of Student Engagement and Communication if they disagree with the decision. The Head of Student Engagement and Communication will review the managers' decision to establish that it was reasonable. The Head of Student Engagement and Communications' decision is final.