

Withdrawal of Service Policy

Advisers in the service, are expected to be supportive, professional and non-directive in all their dealings with students who come to the Student Advice Service. Every effort will be made to continue to support any student who comes to the Service however, In extreme circumstances and as a last resort, the Union Advice Service reserves the right to withdraw assistance from students access to the service.

In such situations, where possible subject to availability, the service will facilitate the ability for a client to transfer to another adviser or be directed as per the referral and signposting policy.

The most common example when we would withdraw service are situations where it is apparent all possible options have been explored and nothing more can be reasonably done. If, subsequently the student needs advice on a new issue or a change of circumstances present the service would be offered in full. Other examples when access to the service may be withdrawn temporarily or permanently include:

- A student exhibits verbally abusive, threatening, discriminatory or violent behaviour toward a member of Union staff or any other persons accessing the service
- Despite verbal or written warnings, a student continues to exhibit offensive or insulting behaviour toward a member of Union staff or any other persons accessing the service. This can include behaviour where a student is rude or unpleasant or repeatedly uses inappropriate language.
- If a client repeatedly fails to attend appointments, ignores advice on a matter or continues to pursue a course of actions against the advice of advisors.
- If a client is thought to have deliberately misled or provided inaccurate information.
- A student is seeking duplicate advice on the same matter by another agency or service, such as legal counsel
- If a client requests for collusion with fraud or illegal activity or attempts to involve an advisor in immoral or illegal pursuits.
- A student makes excessive or inappropriate demands on Union Advice resources. We may withdraw service on particular cases, but not withdraw your ability to access the service entirely. We may also in some circumstances restrict your access to email, versus face-to-face advice. In others, we reserve the right to withdraw service entirely. We may have to withdraw or limit service if students:
 - persistently and without good cause fails to keep appointments
 - fail to take responsibility for actions arising out of their case and/or demand that service staff perform these tasks on their behalf
 - demand responses within an unreasonable timescale
 - insist on speaking to a member of staff when it is not possible or appropriate
 - refuse to accept explanations of what our advice staff can and cannot do
 - make numerous phone calls and/or send an excessive volume of emails, particularly if these do not heed the advice already issued
 - continue to pursue a case after it has been closed.