**Advice Withdrawal and Refusal of Service Policy**

1. **Overview:**

**We strive to assist all students, but there may be instances where we need to withdraw, suspend, or limit access to the SU Advice Service.**

**This document outlines the circumstances under which the SU Advice Service may take such action.**

1. **Policy:**

The SU Advice Service Manager or a member of the Students' Union Senior Management Team may deny, limit, or terminate advice services to any student, including those who are currently enrolled, have graduated, or are considering enrolment. This can happen in various situations, including but not limited to:

* **Failure to adhere to the SU Advice Service Agreement:** If a student does not comply with the terms and conditions of the agreement.
* **Conflict of Interest**: If a conflict of interest arises or becomes apparent during the advice process. In such cases, the SU Advice Service will direct the student to alternative resources for advice and support, if possible.
* **Missed Appointments:** If a student misses more than one appointment without a valid reason.
* **Incomplete Information:** If a student fails to provide required information within the specified timeframe.
* **Repeated Issues:** If a student repeatedly presents with the same issue despite receiving advice and guidance.
* **No further advice available:** If an Adviser believes that they cannot offer the student any further assistance or advice on a particular issue.
* **Misleading or Inaccurate Information:** If a student is believed to have intentionally provided false or incorrect information.
* **Excessive Support Needs:** If a student requires ongoing, long-term support that would significantly impact the advice service's capacity to serve other students.
* **Case Closure:** If all possible avenues have been explored and the SU Advice Service determines it cannot provide further assistance, the student will be informed, and the case will be closed. However, the student is welcome to seek advice on a different matter in the future.
* **Legal Advice:** If the student is receiving legal advice on the same matter.
* **Alternative Advice:** If the student is receiving advice from another service.
* **Repeated Enquiries:** If a student continually contacts the SU Advice Service with the same query, regardless of the communication method.
* **Disruptive Behaviour:** If a student or their representative is rude, aggressive, or disrespectful to staff.
* **Excessive Demands:** If a student makes unreasonable requests.
* **Unauthorised Access:** If a student repeatedly approaches an adviser outside of designated advice areas to discuss their case.
* **Withdrawal of Service:** If an adviser, in consultation with the Advice Manager, decides to withdraw services from a student, the student will be notified in writing of the decision and the reasons for it.
1. **Challenging A Decision to Terminate Advice:**

If a student disagrees with the decision to withdraw, suspend, or limit their access to advice services, they can submit a complaint informally to the Students' Union Advice Team Manager or the Head of Advocacy. For formal complaints, the Students' Union's Complaints Handling Procedure should be followed.

**Important Note: If a complaint is filed against the Students' Union Advice Service or Hallam Students' Union, a conflict of interest arises.**

In such cases, the advice service may need to be suspended or removed pending the outcome of the complaint. If this happens, we will strive to direct the student to an alternative advice service, if they are not already receiving support from another source.

You can also find our GDPR & Confidentiality policy, Complaints Procedure and Service Agreement [here](https://www.hallamstudentsunion.com/support/advice/).

|  |  |
| --- | --- |
| **Version:**  | 1  |
| **Original Version Approved by and date:**  | Advice Team Manager, September 2024  |
| **Date for Review:**  | August 2025  |