

KCLSU Advice Conflicts of Interest Policy

Name: Conflicts of Interest Policy

Brief description: This policy outlines KCLSU's responsibilities and practice relating to conflicts of interest

Approved by: Governance and Policy Committee

Date of approval:
15.11.2016

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15.11.2017



Introduction to the policy

Conflicts of interest need to be managed appropriately in order to limit any potential impact on the service we can offer to you. This policy outlines KCLSU's responsibilities and practice relating to conflicts of interest.

Identifying a conflict of interest

The following would usually be identified as a potential conflict of interest

- When an adviser feels that they are unable to give impartial advice to you
- When an adviser feels that they may be perceived to be unable to give impartial advice
 - For example where there is more than one student in conflict with one another, such as bullying/harassment, alleged collusion

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- If the matter involves a KCLSU colleague
 - If the course of action you want to take could cause damage to KCLSU or our staff

Our advisers are responsible for identifying any potential conflict of interest at the time it occurs, and following this procedure to manage the situation. If there is any doubt about whether there is a conflict, advisers will consult with the Advice Manager to determine next steps.



In order to ensure that any conflict of interest can be identified, you are encouraged to attend appointments individually rather than in groups.

Conflict of interest procedure

If a potential conflict of interest is identified, the adviser must notify you that a conflict has been identified and explain clearly what course of action will be taken.

- Where the conflict has arisen from a case involving multiple



students, the adviser will notify you of the conflict. If more than one of the students involved in the matter seek our support we will arrange for each student to be allocated different advisers within the service. Advisers will not discuss the details of their student's case with other advisers in the service. Where there are an insufficient number of advisers to assist every



student involved in a case, support will be offered to those who approached KCLSU advice first. Where support cannot be offered, we will provide information to help identify alternative sources of advice and support.

- Where a case involves KCLSU staff or action that is potentially damaging to KCLSU, you will be notified that a conflict has been identified, and directed to



alternative sources of support and the KCLSU complaints procedure if appropriate.

Notifying a student of a conflict of interest may in some cases inadvertently draw attention to another student's use of the service. We limit this by only revealing that a conflict has been identified; and will never share information about any other parties who have contacted us.