

KCLSU Advice Restrictions to Service Policy

Name: Restrictions to Service Policy	
Brief description: This policy outlines the circumstances under which service may be restricted or withdrawn.	
Approved by: Governance and Policy Committee	
Date of approval: 15.11.2016	Date of next approval: 15.11.2017

Introduction to the policy

We are committed to providing a high quality service to all King's students. However, it may be necessary to place restrictions on the service we can offer you, and in exceptional circumstances service may be withdrawn. This policy outlines the circumstances under which this may happen.

Restrictions to Service

We endeavour to provide the level of support appropriate to your needs, and as such we do not normally place limitations on contact time or methods.

However, in some circumstances we might need to place restrictions on the service we can provide. These include:

- If the level of contact you require is limiting time available for other students
- If you consistently fail to keep appointments or undertake agreed actions without a good reason
- If the level or nature of assistance required is outside of the remit of our service
- If you have been suspended under the Principal's Emergency Powers ([College regulations section B2](#))
- Where a conflict of interest is identified (see [Conflicts of Interest policy](#))
- If you are not a student of King's College London

We may decide not to advise or represent you on a matter when we are aware that you are already being assisted by another organisation on the same matter. This is to ensure you do not receive conflicting advice.



Where an adviser believes a restriction to service may be necessary this will be discussed and action agreed with the Advice Manager. You will always be fully informed of the reason and terms of any restrictions placed on your interactions with KCLSU Advice.

Withdrawal of Service

In exceptional circumstances, it may be necessary to withdraw your access to KCLSU Advice. These include:

- If you fail to comply with the terms of a restriction to service.
- If you display behaviour that is aggressive, discriminatory, or in violation of KCLSU's Safe Space policy.
- If you are considered to pose a threat to the safety of staff or other students

Where an adviser believes withdrawal of service may be necessary this will be discussed with the Advice Manager, who will seek formal authorisation from the Director of Communications and Campaigns.

If service is withdrawn you will be notified in writing and directed to KCLSU's Complaints Procedure to raise any concerns you may have.