

Imperial College Union
Advice Service
Withdrawal of Service Policy

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1. Overview

1.1 In some circumstances, it may be necessary to withdraw a student's access to the Service. This may relate to a particular case, or a student may be withheld from receiving any advice or advocacy.

1.2 Where an Advice Caseworker believes that a restriction to or withdrawal from the service is necessary, this will be discussed with the Advice Manager. Any student that is withdrawn from the service will be notified in writing and directed to the ICU complaints procedure.

1.3 The Service will make every attempt to signpost a withdrawn student to a relevant alternative.

2. Reasons for withdrawing service

2.1 Reasons for this include but are not limited to:

- A conflict of interest for the Advice Caseworker or the service. In most cases, a student will be provided with another Advice Caseworker rather than service being withdrawn. For more information, please refer to the Service Conflict of Interest policy.
- Where a student refuses to sign/complete the Advice Service client registration form.
- A student persistently and without good cause fails to keep to appointments or disregards an Advice Caseworker's time by continually seeking advice on an issue but never acts upon it
- If a student deliberately withholds information, or is found to be deceitful, on issues pertaining to their case in a way that could compromise the reputation of the Advice Caseworker and/or the service we provide
- A student exhibits verbally abusive, threatening, discriminatory or violent behaviour toward a member of ICU staff or any other persons accessing the service
- Despite verbal or written warnings, a student continues to exhibit offensive, insulting or harassment behaviour toward a member of ICU staff or any other persons accessing the service. This can include behaviour where a student calls, emails or visits the Advice Service and continuously exhibits rude, unpleasant and inappropriate language, gestures and threats.
- A student attempts to involve or engage a Caseworker in immoral or illegal pursuits
- A student is seeking advice on the same matter by another agency or service, such as legal counsel
- Inappropriate requests, e.g., a student demands that staff undertake actions which we deem you to be able to take yourself, requests for assistance that exceeds the expertise of the Advice Service staff, requests support that requires an excessive amount of time and impacts on other service users, etc.
- If the level or type of service required is beyond the scope of the service. In this case, where appropriate we would normally refer the student to a suitable alternative service
- A student has made a serious complaint against the ICU Advice Service and this is currently being investigated.

3. Reviewing the withdrawal of service policy

3.1 This policy will be reviewed by the Deputy President Welfare, the Advice Manager and the Representation and Advice Manager every two years unless a notable change occurs within that period.