



BRIGHTON
STUDENTS' UNION

Right to Refuse or Withdraw Service

Union Support Department

June 2018

Introduction

We aim to support all University of Brighton & BSMS students who are members of Brighton Students' Union on an equal, impartial basis. Every effort is made to provide full access to the service offered by the Union's Support Service, however there are certain circumstances where we may withdraw or refuse access to its advisers and services.

REFUSAL/LIMITATIONS/WITHDRAWAL OF SERVICE

1. If assisting in the client's chosen course of action would cause conflict with the Union's Support Team or with the Students' Union regulations and guidelines or with the law, then the Adviser concerned should:
 - decline to follow it,
 - explain to the client why,
 - seek to offer alternative courses of action, and
 - alternative sources of advice/assistance to which they might turn.

2. The Union Support Team may cease providing support altogether if the Adviser believes the course of action would bring the Adviser, the Union Support Team or the Students' Union into disrepute. Where a withdrawal of service is necessary the client will be notified in writing.

3. The Union Support Team reserves the right (subject to confirmation by the Union Support Team Manager) to withdraw from a client's case if any of the following occur:
 - the Union Support Team finds that a client has deliberately lied on material issues (thus potentially compromising the reputation and standing of both the Adviser and the service)
 - the client becomes abusive or violent towards the Adviser or other members of SU Staff
 - the client attempts to involve the Adviser, or the SU and its members of Staff in immoral or illegal pursuits
 - the client *persistently*, and without good cause, fails to keep appointments or in other ways wastes the Adviser's time,
 - the client is already being advised by another agency on the same matter and/or there is evidence of continued counterproductive networking between agencies
 - the client becomes overly demanding and insistent on being dealt with solely on their terms instead of those of the Adviser (thus potentially compromising the reputation and standing of both the Adviser and the SU)
 - the client fails to provide material information that the Adviser feels is necessary to advance the client's case (potentially compromising the reputation and standing of both the Adviser and the SU)
 - The client is not a student of the University of Brighton.

If you wish to discuss any issues surrounding SU Advice's Conflict of Interest Policy, please speak to your Adviser or the Brighton SU Support Manager.

Further information or clarification can be sought from:

Email: bsusupportservice@brighton.ac.uk

Web: <https://www.brightonsu.com/goodadvice/support/>