

## **OXFORD UNIVERSITY STUDENT UNION**

### **Student Advice Service**

#### **Exclusion Policy**

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#### **1: Statement of Purpose**

The Student Advice Service is a free, independent, and confidential information and advice service available to all Oxford University students.

The Student Advice Service seeks to maintain the safety of service users and staff, and to ensure that staff are able to perform their duties within a respectful and safe environment.

#### **2: Objective**

The objective of this policy is to provide staff and service users with clear guidance on the circumstances in which the services offered by the Student Advice Service will be withdrawn, and the procedure for doing so.

#### **3: Policy and Procedures**

3:1 Service users who are verbally or physically abusive, threatening or discriminatory will be excluded from the Service.

3:2 Service users who continue to contact the Service after they have reached the end of the process or procedure, for which they were consulting the Service, will be excluded from the Service.

3:3 Service users who persist in using the Service inappropriately, by continuing behaviour they have been told to cease, will be excluded from the Service. Such behaviour can include, but is not limited to, excessive daily contact, use of an Advisor's personal contact details or social media, repeatedly attending without an appointment.

3:4 The decision to exclude a Service user will be taken by the Manager of the Service. The Manager will inform the Service user by the most appropriate means immediately the decision has been taken. The Manager will formally confirm the decision in writing, detailing the reasons for the exclusion.

#### **4: Appeals Against Exclusion from the Service**

Appeals against the decision to exclude will be dealt with under the Student Advice Service Complaints Procedure.

#### **5: Recording and Reporting**

The Manager of the Service in the annual Student Advice Service Report will record exclusions.

#### **6: Responsibility and Review**

6:1 Implementation of this Policy and supporting procedures will be the responsibility of all staff employed by the Organisation.

6:2 Operational oversight of this Policy will lie with the Manager of the Student Advice Service.

6:3 Responsibility for this Policy will lie with the Chief Executive of Oxford University Student Union.

6:4 This Policy will be reviewed annually or when required through Operational need. Review will be the responsibility of the Chief Executive.

#### **This Policy has been approved and authorized by**

Name: R Howe

Position: President and Trustee

Date: 4 February 2016

Date for Review: February 2017

#### **Related Policies**

SA Code of Practice  
SAS Complaints Policy  
SAS Confidentiality Policy  
SAS Data Protection Policy  
SAS Equality Diversity and Non Discrimination Policy  
SAS Service Standards