



Advice &  
Support at  
Keele SU

## WITHDRAWAL OF SERVICE

**Advice & Support at Keele SU (ASK) is a dedicated advice service that is independent from the university. ASK Advisers provide free, confidential, and impartial advice to our students on a range of issues.**

ASK acknowledges that there may be situations where it is no longer appropriate or a justifiable use of resources or safe to continue to provide advice, support, or representation to a client. In these circumstances clients will be signposted or referred on to another agency. This can be done after discussion with the Membership Services Manager (ASK).

When an ASK Adviser feels that, despite information available from in-house, up to date resources and their own experience and training, that they are not capable/confident enough, to take a case any further, or if ASK is not the appropriate agency, active referral or signposting will be done. In these circumstances clients will be signposted or referred on to another agency. This can be done after discussion with the Membership Services Manager (ASK).

ASK may signpost / refer clients to university support services, if they are the more appropriate source of advice, for example, Student Services. Initial advice can still be offered, and clients could be assisted by the ASK team in conjunction with these support services, where it is appropriate.

The following are examples of where service may be withdrawn, (though we can't list all the circumstances where this may occur):

- The client is violent
- There is a potential of fraud
- There has been a loss of confidence
- The potential user is not a priority / target group
- The client has not taken any action and returns to the service repeating the original inquiry
- Client presents to ASK repeatedly without any advice needs
- The client is not willing or able to divulge enough information for advice to be given
- The client is being threatening, or the ASK Adviser feels threatened
- The client has given false and/or misleading information to those working in ASK

- The relationship is no longer that of client and adviser
  - The nature of the case changes and this change means that ASK is no longer appropriate or the best source of advice
  - The client transfers to another University
  - The clients' behaviour is in breach of the Keele SU Equal Opportunities policy
  - The client has seriously breached the trust of staff e.g. theft from ASK
- Verbal abuse, or perceived threats to members of ASK team, will not be tolerated.

Where ASK's service is being withdrawn, the client will be informed verbally and in writing, with the reason(s) why this is the case, with suggestions of where else they can seek help and informing them of their right to complain if they feel this action has been taken unreasonably. See also Complaints Policy.

A record of the referral is to be made on the client's case file; feedback is stored centrally.

When an appropriate agency cannot be found ASK will record this on the clients' case file and on an Evidence Form, for social policy and follow up work.