



Cardiff Students' Union  
Undeb Myfyrwyr Caerdydd

# Acceptable Conduct Policy and Procedure

Person who is responsible for this Policy:	Head of Student Advice and Wellbeing
Who the Policy applies to:	Student Advice Service Users
Date Issued:	12.12.22
Date to be Reviewed:	12.12.23

Unless expressly stated otherwise, this policy does not form part of an employee's contract of employment and the contents are not contractually binding on the Students' Union or its employees. However, failure by any employee to comply with this policy may result in disciplinary action being taken and, in the most serious cases, may result in dismissal. The Union reserves the right to amend the policy from time to time. For the purposes of this policy the terms 'Union' and 'Students' Union' includes Cardiff University Students' Union, Cardiff Union Services Limited and any subsidiary of the Company or of its holding company. These terms shall have the meaning given them by the Companies Act 2006.

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## Introduction

Student Advice are committed to providing the highest quality advice and representation for our clients, within the limits of the resources we have to provide that service. We are committed to continually improving our service and to ensure the safety and wellbeing of our clients, staff and volunteers is paramount.



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## Procedure

In certain circumstances it may be necessary to withdraw the service if deemed necessary. These circumstances include but are not limited to:

- Using a raised voice or aggressive tone when communicating.
- The use of abusive behaviour or language, including harassment.
- Perceived or actual threats of violence towards staff, volunteers, or the public.
- Requesting that an Advisor colludes or becomes engaged with illegal or fraudulent activity.
- Deliberately providing misleading information as to the true nature of their concern.
- Failure to keep multiple appointments without giving reasonable notice.
- Where all practical avenues of advice have been exhausted.

If the Students Union Advice Team feel that action is required, the client will be notified of the action being taken. They will either be given a warning advising that their conduct is unacceptable and advising that a further incident will result in the service being withdrawn **or** the client will be advised that the service has been withdrawn with immediate effect.

Upon termination of the advisory relationship, you will receive written confirmation that the service has been withdrawn. (Appendix 1)

## Appeal

You can appeal the application of the Acceptable Conduct Policy and Procedure by emailing the Head of Student Advice and Wellbeing at [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk).

The grounds of appeal are limited to:

1. The decision to withdraw the service from you was **unreasonable**.
2. **Extenuating circumstances** that you have not previously disclosed to the service.

Evidence of the extenuating circumstances is not necessary to supplement your appeal.

The appeal should be made in writing and will be considered by the Head of Student Advice and Wellbeing. The Head of Advice and Wellbeing will consider your appeal within the response time outlined with the appropriate level of the Service Charter.

The Head of Student Advice and Wellbeing can then choose to:

- Uphold your appeal or
- Reject your appeal.

Should your appeal be upheld, you may be allocated to a new adviser if one is available, and service will resume in line with the Service Charter. You will remain subject to the Acceptable Conduct Policy and Procedure.



Should your appeal be rejected, you will remain withdrawn from the Student Advice Service.

## **Review**

This policy will be reviewed by a Senior member of the Student Advice team on an annual basis



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## Appendix 1

Dear | Annywl [Insert name]

Thank you for contacting Student Advice. We are a free, confidential and independent service available for students of Cardiff University. We are independent of the University and our role is to give you impartial advice and guidance and help you understand the options available to you.

Following our most recent interaction, I am withdrawing our service from you for breach of our Acceptable Conduct Policy and Procedure. Specifically:

- *[insert clause(s) breached here]*

You can appeal this decision by emailing the Head of Student Advice and Wellbeing at [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk). Details of the appeal process are also included in the Acceptable Conduct Policy and Procedure.

We will not be in a position to respond to your enquiries until such time as an academic appeal is accepted or 12 months has passed since you were issued this email.

During this time, you still have access to our website in which you can access information around academic, housing, wellbeing, and money matters. We hope this will help you with your next steps.

Kind regards | Cofion cynnes

[Insert signature]



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