Policy Name:	Restriction to Services Procedure		
Approval Date:	17/11/2026	**To Be Reviewed:**	Sept 2027
Approved By:	SU Executive Committee		
Summary	This procedure sets out the reasonings and processes in place for placing reasonable restrictions on how a member accesses SU services.		
Related Policies:	Membership Code of Conduct / Membership Disciplinary Procedure / Volunteering Policy		

Review and Amendment Log		
Date	**Name / Role**	**Amendments / Action summary**
01/09/2026	Bryony Humphries-Jennings – Director of Membership Services	Full review and redrafting of policy
17/09/2026	Executive Committee	Approval and noting of policy

1. Introduction

1.1. Cardiff Met Students' Union (the SU) is committed to providing accessible, safe and high-quality services to its members. The SU recognises that members may have different needs and circumstances when accessing its services and will seek to provide support fairly, consistently and appropriately.

1.2. In some circumstances, it may be necessary to place a reasonable restriction on how a member accesses an SU service, activity, event or premises. Restrictions will only be used where they are necessary, proportionate and reasonable, and will be kept under review.

1.3. A service may also be withdrawn where the SU has exhausted the assistance or action it can reasonably provide, or where an individual is no longer eligible to access the service. This procedure explains the circumstances in which a restriction or withdrawal may be considered, the process for making and reviewing a decision, and the responsibilities of those involved.

2. Purpose and Scope

2.1. This procedure sets out when and how the SU may restrict a member's access to its services, premises, activities or events.

2.2. In exceptional circumstances, access to a particular SU service may be withdrawn.

2.3. A restriction to service is a measure used to manage access to SU services and protect the effective and safe delivery of those services. A restriction is not, in itself, a disciplinary sanction or a finding that a member has breached the Membership Code of Conduct.

2.4. Restrictions to services will only be used where they are necessary, proportionate and reasonable in the circumstances. The SU will consider whether a less restrictive approach could appropriately address the circumstances before imposing a restriction, where reasonably practicable.

2.5. A service may be withdrawn where the SU has reasonably concluded that it has exhausted the assistance or action that the service can appropriately provide. This may include circumstances where the service has provided all reasonable assistance within its remit and there is no further meaningful action the SU can take.

2.6. Access to a service may also cease where an individual no longer meets the eligibility requirements for that service, including where they are no longer a Cardiff Metropolitan University student. Where access ceases because an individual is no longer eligible for a service, this is not considered a restriction imposed as a consequence of their behaviour.

2.7. This procedure applies to all SU members and may be used alongside the Membership Code of Conduct, Complaints Procedure, Advice and Support

procedures, safeguarding procedures and any other relevant SU policy or procedure.

3. Relationship with the Membership Code of Conduct

3.1. Members are expected to comply with the SU's Membership Code of Conduct when accessing SU services, premises, activities and events.

3.2. The Membership Code of Conduct applies to members in connection with their membership, including where behaviour takes place outside SU premises, activities or events, where the circumstances fall within the scope of the Code.

3.3. The SU may consider a restriction to service where a member's behaviour or use of an SU service:

3.3.1. Creates a risk to staff, students or visitors.

3.3.2. Prevents or unreasonably disrupts the effective delivery of a service.

3.3.3. Places unreasonable demands on a service or its staff.

3.3.4. Is otherwise inconsistent with the reasonable operation of an SU service.

3.4. Where behaviour may constitute a breach of the Membership Code of Conduct, the SU may also take action under that Code. A restriction to service and action under the Membership Code of Conduct may be applied separately or together where appropriate.

3.5. A restriction to service does not end or suspend an individual's membership of the SU unless this is separately provided for under the SU's governing documents or another applicable procedure.

4. When a Restriction May Be Considered

4.1. The SU will not normally restrict a member's access to its services. However, a restriction may be considered where:

4.1.1. The member has displayed aggressive, threatening, abusive, discriminatory or violent behaviour.

4.1.2. The member's behaviour or communications are persistent, unreasonable or vexatious.

4.1.3. The member has repeatedly failed to comply with reasonable requirements associated with a service, Club or Society.

4.1.4. The member has misused an SU service, facility or resource.

4.1.5. The level or nature of assistance requested falls outside the reasonable remit of the service.

4.1.6. The SU has reasonably concluded that it has exhausted the assistance or action that the service can appropriately provide.

4.1.7. The member's use of a service is disproportionately limiting the service available to other members, having regard to the circumstances and any reasonable adjustments that may be appropriate.

4.1.8. A conflict of interest has been identified which means that the SU cannot appropriately continue to provide a particular service.

4.1.9. The member's conduct creates, or is reasonably believed to create, a risk to the safety or wellbeing of staff, students, visitors or the member themselves.

4.1.10. The member has failed to comply with a previous restriction or reasonable agreement relating to their use of an SU service.
4.1.11. Another circumstance arises in which the SU reasonably considers a restriction necessary to enable it to operate a service safely, fairly and effectively.
4.2. Access to a service may cease where an individual no longer meets the eligibility requirements for that service, including where they are no longer a Cardiff Metropolitan University student. The SU will communicate this to the individual where reasonably practicable and, where appropriate, may signpost them to alternative sources of support.
4.3. The circumstances listed above are not exhaustive. The SU reserves the right to consider a restriction where it reasonably considers this necessary and proportionate in the circumstances.
4.4. A member will not be restricted from accessing an SU service solely because they have made a complaint, raised a concern or challenged a decision.
4.4.1. Where a complaint or concern creates a genuine conflict of interest or other operational or safety issue, appropriate arrangements may be made to manage contact or service provision.

5. Types of Restriction

5.1. Depending on the circumstances, a restriction may include:
5.1.1. Restricting access to SU premises or particular areas of SU premises.
5.1.2. Restricting access to a particular SU service.
5.1.3. Requiring contact with the SU to take place by email, telephone or another specified method.
5.1.4. Directing contact through a specified member of staff or team.
5.1.5. Limiting the frequency or duration of appointments.
5.1.6. Requiring more than one member of staff to be present during a face-to-face appointment.
5.1.7. Requiring appointments to take place remotely.
5.1.8. Temporarily suspending action on a particular Advice or Support case where it is reasonable and necessary to do so.
5.1.9. Restricting or suspending access to an SU event or activity.
5.1.10. Restricting or suspending participation in a Club or Society, where appropriate.
5.1.11. Implementing another reasonable restriction tailored to the circumstances.
5.2. More than one restriction may be applied where necessary and proportionate.
5.3. Restrictions may also be applied alongside other measures or outcomes under the Membership Code of Conduct or another SU procedure.
5.4. A restriction should be no broader or longer than reasonably necessary to address the circumstances giving rise to it.
5.5. Where a restriction affects a member's access to an activity, service or facility, the SU will consider whether reasonable adjustments or alternative arrangements are appropriate.

6. Decision-Making Process

6.1. Where concerns arise about a member's behaviour or use of an SU service, the relevant Head of Service or other appropriate manager will consider the circumstances and whether a restriction may be necessary.

6.2. Where appropriate, the Head of Service (e.g. Head of Activities/Head of Voice and Advocacy) may discuss the matter with the member informally in the first instance and seek to resolve the issue without imposing a formal restriction.

6.3. Where a formal restriction is being considered, the matter will be escalated to the Director of Membership Services for consideration and decision.

6.4. The Director of Membership Services may seek advice from relevant colleagues, including Human Resources, Governance, Safeguarding or other specialist support, where appropriate.

6.5. The Director of Membership Services may escalate the matter to the Chief Executive Officer or another appropriate member of the Senior Leadership Team where the circumstances warrant this, including where there are significant safety, legal, reputational or organisational considerations.

6.6. Where reasonably practicable, the member will be given an opportunity to provide relevant information or explain the circumstances before a restriction is imposed. This opportunity may be dispensed with where an immediate restriction is reasonably necessary to protect the safety or wellbeing of staff, students, visitors or the member, or to prevent significant disruption to an SU service.

6.7. The member will normally be notified in writing of any formal restriction. The notification will:

6.7.1. Explain the nature and scope of the restriction.

6.7.2. Explain the reason for the restriction.

6.7.3. State when the restriction takes effect.

6.7.4. State how long the restriction will apply, where this can reasonably be determined.

6.7.5. State when the restriction will be reviewed.

6.7.6. Explain how the member can request a review or appeal of the decision.

6.8. The SU will maintain an appropriate record of restrictions imposed under this procedure.

7. Immediate Restrictions

7.1. In circumstances involving an immediate or significant risk to safety, security, service delivery or the wellbeing of others, the SU may impose an immediate operational restriction without first completing the full process described above.

7.2. An immediate restriction may be imposed where waiting for the normal process would create an unacceptable risk or significant disruption.

7.3. An immediate restriction will be reviewed as soon as reasonably practicable to determine whether it should:

7.3.1. Remain in place.

7.3.2. Be amended.

7.3.3. Be replaced by a different restriction.

7.3.4. Be lifted.

7.4. Where appropriate, immediate action may also be taken under the Membership Code of Conduct, safeguarding procedures or other relevant procedures.

8. Duration, Review, and Removal

8.1. Restrictions will normally be time-limited or subject to periodic review. The duration of a restriction will depend on the circumstances and the reason for which it was imposed.

8.2. When determining the duration of a restriction, the SU will consider:

8.2.1. The seriousness and nature of the circumstances.

8.2.2. Any risk to staff, students, visitors or the member.

8.2.3. The impact of the restriction on the member.

8.2.4. Whether a less restrictive measure would be effective.

8.2.5. Whether the circumstances are likely to change.

8.2.6. Any relevant reasonable adjustments or alternative arrangements.

8.3. A restriction may be reviewed earlier than the scheduled review date where there has been a material change in circumstances.

8.4. Following review, the SU may lift, amend, extend or replace a restriction where this remains necessary and proportionate. Where a restriction is no longer necessary, it will be lifted.

9. Review and Appeal

9.1. A member who believes that a restriction has been applied incorrectly, unfairly or disproportionately may request a review or appeal of the decision.

9.2. The request should normally be made in writing and should explain the grounds on which the member believes the restriction should be reconsidered.

9.3. A review or appeal of a restriction imposed by the Director of Membership Services will be conducted by the Chief Executive Officer. The Chief Executive Officer is the Director of Membership Services' line manager and will act as the final internal decision-maker and final stage of the SU's appeal route for restrictions imposed under this procedure.

9.4. The review or appeal will consider whether:

9.4.1. The restriction was within the scope of this procedure.

9.4.2. The decision was reasonable and proportionate.

9.4.3. Relevant information or circumstances were properly considered.

9.4.4. A less restrictive measure would be appropriate.

9.4.5. The restriction should be maintained, amended, or lifted.

9.5. The Chief Executive Officer may uphold, amend or overturn the restriction following review or appeal.

9.6. The restriction will normally remain in place while a review or appeal is being considered, unless the Chief Executive Officer determines otherwise.

9.7. The decision of the Chief Executive Officer will be final within the SU's internal procedures.

9.8. Nothing in this procedure prevents a member from using the SU's Complaints Procedure where they wish to raise concerns about the way this procedure has been applied.

10. Confidentiality, Data Protection, and Record

10.1. Information relating to restrictions will be handled sensitively and confidentially. Information will only be shared with those who have a legitimate need to access it for operational, safeguarding, governance, legal or other appropriate purposes.

10.2. The SU will process personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018.

10.3. Information relating to restrictions will be retained only for as long as necessary and in accordance with the SU's applicable records retention requirements.

10.4. Members may exercise their applicable data protection rights in relation to personal information held about them. Requests will be considered in accordance with applicable data protection legislation. Data protection rights are not absolute and may be subject to lawful exemptions or other requirements.

11. Equality, Accessibility, and Reasonable Adjustments

11.1. Restrictions will be applied fairly, consistently and proportionately. The SU will have regard to its equality and accessibility responsibilities when applying this procedure.

11.2. Where a member has a disability or other circumstance that may affect their ability to comply with a service requirement or restriction, the SU will consider reasonable adjustments or alternative arrangements where appropriate.

11.3. Any reasonable adjustment will be considered in the context of the circumstances and the purpose of the restriction.

11.4. A reasonable adjustment will not prevent the SU from taking proportionate action where necessary to protect the safety and wellbeing of staff, students, visitors, or the member.