

Restriction to Services Procedure Cardiff Met Students' Union

1. Introduction

- 1.1. Cardiff Met Students' Union, herein known as The SU, is committed to providing a high quality service to all members. To maintain its quality of service, The SU needs to ensure that all members comply with The SU's Code of Conduct. If circumstances arise whereby a member does not comply to the Code, it may become necessary to place restrictions on the service(s) they can access. In exceptional cases, access to service(s) may be withdrawn completely.
- 1.2. This procedure outlines the circumstances and process under which a member's access to service(s) may be restricted or withdrawn.

2. Privacy and Confidentiality

- 2.1. When a member is referred to the Restriction to Services Procedure The SU may need to collect, process and store their information in conjunction with the General Data Protection Regulation (GDPR). This data will only be used for purposes of recording any restrictions set out as part of this procedure.
- 2.2. Once the restriction as been lifted, this information will be stored with the Confidential Advice Centre for a period of 6 academic years. At the end of this period the information will be deleted.
- 2.3. If a member has their services withdrawn completely, this information will be kept indefinitely.
- 2.4. If you would like this information to be deleted before the scheduled deletion date, please contact us and your request will be reviewed.

3. Process

- 3.1. When it has been reported that a member has displayed behaviours that goes against the Code of Conduct, the Chief Executive will assess the circumstances and determine whether it necessary to impose any restrictions to The SU's services.
- 3.2. The member will be notified in writing of the behaviours that have breached the Code of Conduct, and the restrictions imposed as a result.
- 3.3. If a member is unhappy with the restrictions imposed on them they can raise this through The SU's Complaints Procedure. Please be advised that any restrictions imposed will remain active during this time.

4. Restrictions to service

- 4.1. The SU will not normally place restrictions on a member who accesses our services. However, in some circumstances this may be necessary if:

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- 4.1.1. the service user has opted out of membership to The SU during enrolment to their course
- 4.1.2. the member displays behaviour that is aggressive, discriminatory or violent
- 4.1.3. the member displays behaviour that is believed to be vexatious
- 4.1.4. the member has not complied to the terms laid out by a Service, Club or Society
- 4.1.5. the level of assistance requested is outside the remit of a service
- 4.1.6. the level of assistance requested is limiting time available for other members
- 4.1.7. the member has negotiated an agreement on a student's behalf and they refuse to abide by the terms
- 4.1.8. a conflict of interest has been identified
- 4.1.9. the member has made a complaint against a member of staff which is under investigation

4.2. Types of restrictions will include:

- 4.2.1. restricting access to an SU premises
- 4.2.2. restricting access to specific services offered by The SU
- 4.2.3. restricting contact to email or telephone only
- 4.2.4. restricting contact to a specific member of staff
- 4.2.5. restricting the number of face to face appointments available to the member
- 4.2.6. having more than one member of staff present in a face to face appointment
- 4.2.7. suspending any action on a case (Advice and Support only)
- 4.2.8. suspending access to events held by The SU or an associated club/society
- 4.2.9. suspending participation within a Club or Society

5. Withdraw our service

5.1. In exceptional circumstances, it may be necessary to withdraw a members access to our services if:

- 5.1.1. the service user is not a student of Cardiff Metropolitan University
- 5.1.2. a member fails to comply with previous restrictions set out to them
- 5.1.3. the member is found to have conducted behaviour that is aggressive, discriminatory or violent
- 5.1.4. the member is found to have conducted behaviour that is found to be vexatious
- 5.1.5. the member is considered to pose a threat to the safety of staff, students and/or visitors
- 5.1.6. the member has conducted illegal activity in SU premises or at an SU run event

6. Contacts

If you have any questions regarding this procedure, please contact you can contact The SU using the following confidential email address:

Email – suadvice@cardiffmet.ac.uk
www.cardiffmetsu.co.uk

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