# WINCHESTER STUDENT UNION ADVICE CENTRE

# USER SERVICE AGREEMENT

This document sets out what students accessing support from the Student Union Advice Centre and/or our Student Union Reporting service ("we", "us" or "our") can expect from the service and what we can expect from students ("you" or "your").

The Advice Centre is available to all University of Winchester students. We offer free, impartial support and guidance on a range of issues that may be impacting upon your University experience. Please note that we are not able to provide legal or clinical advice. Our Student Union Reporting platform is also available to all University of Winchester students allowing them to report any prohibited activities (i.e. initiations), harassment, hate crime, bullying, violence or other incidents relating to Student Union activity (including, but not limited to, activity groups and within our licenced premises).

Information provided by students accessing support from, or making a report to, the Student Union, including data given on the Advice Centre Enquiry and/or Reporting form and information provided electronically or in person with the Student Union Advisor or appropriate Union staff member, will be saved on secure case management systems, which may include but is not limited to AdvicePro case management software, Typeform online software, cloud based storage (Microsoft and/or Google) including password-protected Excel Spreadsheets. The data gathered will be used for the purposes of providing advice and support, investigation purposes, keeping a record of your relationship with us, and understanding how we can improve our services. This information includes personal data and sensitive personal data as defined under General Data Protection Regulations (GDPR), and as such we require your consent before we can proceed. Students have the right to view information concerning them upon request. The information you disclose will not be shared with the University or other external services without your prior permission, except in circumstances where we believe you or others are at risk of serious harm, or a crime has taken place. The information contained in our records may be used for anonymous reporting, both internally and to external bodies.

Where an enquiry or report is received where there is evidence of any breach in policy including, but not limited to, Bye-Law 2 (Code of Conduct) and our Equalities Policy, the Student Union will normally only undertake investigation with the consent of the enquirer, complainant or victim. However, there may be circumstances where we may need to investigate reports where no consent is given; examples of such circumstances are outlined below. The below examples do not represent an exhaustive list and there may be further circumstances, decided on a case-by-case basis, where we will need to investigate reports where no consent is given.

*An allegation about behaviour by a staff member or student towards a student who is under the age of 18.*

The Student Union may need to do the following:

> *1. Report the matter to the police and/or social care services, including where a child is in immediate danger or is at risk of harm, a crime is in progress or there is evidence of a possible criminal offence, or life is at risk.*
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> *2. Notify the Local Authority Designated Officer, including where the case meets the reporting threshold for a "safeguarding allegation relating to a child".*

*3. Where the identity of the child is known, the child's parents may be informed.*

*4. Investigate the matter further in accordance with its internal policies. In deciding whether to investigate in such circumstances, the Student Union will consider, for example, the seriousness of the incident or where multiple allegations have been made against an individual.*

*An allegation about behaviour by a staff member or student towards another staff member or student over the age of 18.*

The Student Union may need to do the following:

*1. Report the matter to the police including if a crime is in progress, has occurred or may occur, or life is at risk.*

*2. Refer the matter to the police on a "no names" basis, or on a case-by-case basis on a named basis, including if there if there is a risk to safety or wellbeing of the complainant. On a case-by-case basis, the Student Union may report the name of the subject of the complaint to the police, for example, where an allegation of serious sexual assault has been made.*

*3. Investigate the matter further in accordance with its internal policies. In deciding whether to investigate in such circumstances, the Student Union will consider, for example, the seriousness of the incident or where multiple allegations have been made against an individual.*

Allegations against staff members will normally be investigated.

Where an anonymous enquiry or report is received, the Student Union may decide to take the above action as appropriate to the circumstances.

Our Student Union Advisor or appropriate Union staff member will aim to respond to your query or report via your University of Winchester (unimail) email within 3 working days, however during busier periods or as a result of the Student Union Advisor or appropriate Union staff member being absent/on annual leave this may take longer. You are encouraged to make contact with the Advice Centre, or make a report, at the earliest opportunity, if you do not give us reasonable time to look into your case when working to a set deadline the support that we can offer will be limited. Students accessing support may be directed to information available on our website, invited to meet with the Student Union Advisor or appropriate Union staff member, or signposted on to other relevant agencies. Please be aware that the Student Union Advisor may not be available to meet with you should you present at the Student Union Office without a prior booking. Students requiring urgent welfare support are encouraged to visit our Wellbeing section of the Advice Centre online pages for details on where to access immediate help.

The Student Union reserves the right to withdraw support in the event that there is a conflict of interest, or the student's actions or behaviour could put the Student Union Advisor or appropriate Union staff member at risk or breach Union policy. The Advice Centre may also choose to limit the service offered or refuse to meet with a student who consistently fails to attend appointments or requires support that exceeds what the service can provide. We would always aim to consult with the student before such a decision is made.

*For further information on how your data is processed please read the Winchester Student Union Privacy Policy. The Student Union Data Protection Officer Andrew Hodgson can be contacted on Student.Union@winchester.ac.uk*