

Harassment Adviser Network Service Agreement

Using the Service

The Harassment Adviser Network provides information and support on areas relating to sexual violence, bullying and harassment. Harassment Advisers are able to offer impartial and confidential guidance on the range of options and support available and will take a sympathetic and neutral approach to all concerns which are raised.

When a student books an appointment through the Harassment Adviser appointment form they can expect to receive a response within four working days. The Head of Diversity & Inclusion will send the information provided in the form to the network and a Harassment Adviser will then contact the student. The student is then invited to a 45-minute appointment with an advisor. This can be in person, at one of King's campuses, or over the phone. If the student has access requirements they should let the Harassment Adviser know when the appointment is booked.

What students can expect from Harassment Advisers:

- To arrange an appointment for a student within four working days.
- To provide a confidential service, which means not sharing information about a student's case with anyone outside of the network without their permission. For more information, see the Confidentiality Statement.
- To not act on a student's behalf but support them to take action themselves.

What we ask of students:

- To be patient when corresponding with their Harassment Adviser, who will be managing this role voluntarily alongside their university staff duties.
- To confirm their appointment within a reasonable amount of time after they have been contacted by a harassment Adviser.
- To attend their appointments at their agreed time, or to let the Harassment Adviser know in advance if they need to cancel or change the meeting time.

Feedback and Complaints

Understanding the experience of our users enables us to develop as a network. All users will be sent a feedback survey by their Harassment Adviser, which can be completed anonymously. If you have any feedback or suggestions these can also be sent to harassment@kcl.ac.uk.

If a student wishes to make a complaint about the Harassment Adviser Network please refer to the King's College London Complaints Procedure. Complaints should be raised initially to the Harassment Adviser Network Manager at harassment@kcl.ac.uk. If you have any questions about this agreement please also email harassment@kcl.ac.uk.

Confidentiality Statement

We recognise confidentiality as key to the support we provide. Any information you provide will be treated in confidence, with respect and in accordance with the UK Data Protection law. This statement outlines the Harassment Adviser Network's responsibilities and practice in relation to confidentiality and data protection.

Definition of Confidentiality

The Harassment Adviser Network operates within a framework of confidentiality. We understand confidentiality to mean that no information regarding you or your case will be given directly or indirectly to any other parties without your consent. Anyone who makes an enquiry about you or your case –and is not listed as an exemption below- will be directed to this confidentiality statement and requests for information will be declined.

Data Protection

It is necessary for members of the Network team to keep records of cases so that we can give effective support and assess the quality of the support given. We also use this information to monitor the escalation of cases to formal reports by cross-referencing with Student Conduct and Appeals data. All data will be kept in accordance with the UK Data Protection legislation. Any personal information will be stored securely in an online database which is accessible only to members of the Harassment Network Team. You have the right to opt out of sharing your data at any time; please contact harassment@kcl.ac.uk to do this. Under the UK Data Protection legislation, you also have the right to a copy of the data held about you by us.

Consent to Disclose Information

Any information students provide will be treated in the strictest of confidence within the Harassment Network team, and will not be disclosed to anyone else without their permission, with the exceptions listed under exemptions of confidentiality below. With relation to this policy the Harassment Adviser Network Team is comprised of the Lead Harassment Adviser, the Director of Diversity & Inclusion, the Head of Diversity & Inclusion, the Diversity & Inclusion Project Officer and the It Stops Here Project lead. Only members of the Harassment Adviser Network Team have access to our case records. As part of our support, it may be appropriate to discuss your case with relevant individuals within the College, such as your personal tutor, Head of Department / Division / School, or staff within support services and Student at Risk. We will always seek your expressed permission before doing so, and no information will be shared if permission is not given.

Exceptions to this Policy

Maintaining confidentiality is very important, however there are exceptional circumstances in which we may be required to share student information without your permission. These are:

- Where there is good reason to believe you may cause serious harm to yourself or to others, and you are unwilling or unable to take appropriate action yourself.
- Where there is an issue relating to safeguarding.
- Where we are required to do so by law.
- Where the member of staff is required to appear in court as part of civil or criminal proceedings, then information may have to be disclosed that is relevant to the case.

Restrictions to Service Statement

The Harassment Adviser Network are committed to providing a high-quality service to all King's students. However, it may be necessary to place restrictions on the service we offer students, and in exceptional circumstances service may be withdrawn. This policy outlines the circumstances under which this may happen.

Restrictions to Service

We endeavour to provide the level of support appropriate to student needs and as such we do not normally place limitations on contact time or methods. However, in some circumstances we might need to place restrictions on the service we can provide. These include:

- If the level of contact a student requires is limiting time available for other students.
- If a student consistently fails to keep appointments or undertake agreed actions without a good reason.
- If the level or nature of assistance required is outside of the remit of our service.
- If a student has been suspended under the Principal's Emergency Powers.
- Where a conflict of interest is identified.
- If the student is not a student of King's College London.

We may decide not to offer guidance to a student on a matter when we are aware that a student is already being assisted by another organisation or department at King's on the same matter. This is to ensure a student does not receive conflicting advice. Where an Adviser believes a restriction to service may be necessary this will be discussed and action agreed with the Head of Diversity and Inclusion. The student will always be fully informed of the reason and terms of any restrictions placed on your interactions with Harassment Advisers.

Withdrawal of Service

In exceptional circumstances, it may be necessary to withdraw a student's access to Harassment Advisers. These include:

- If a student fails to comply with the terms of a restriction to service.
- If a student displays behaviour that is aggressive, discriminatory, or in violation of our policies relating to *Dignity at Work* or bullying and harassment.
- If a student is considered to pose a threat to the safety of staff or other students.

Where an Adviser believes withdrawal of service may be necessary this will be discussed with the Head of Diversity and Inclusion and Lead Harassment Adviser. If service is withdrawn the student will be notified in writing and directed to the King's Complaints Procedure to raise any concerns a student may have.