



Harassment Advisor Network Service Agreement

As a user of our service, we ask that you familiarise yourself with the way in which we work and our service policies. This document outlines what you can expect from us, and what we ask from you as a user of our service. When using the service, it should be understood that you are entering into this agreement.

Using the Service

The Harassment Advice Network provides advice and support on areas relating to harassment and bullying. Harassment Advisors are able to offer impartial and confidential advice on the range of options and support available and will take a sympathetic and neutral approach to a complaint or concern.

When a student books an appointment through the Harassment Advisor 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 a Harassment Advisor who will then contact the student. Students are given 45-minute face to face appointments to meet with an Advisor in person on one of the KCL campuses. If there are access requirements, the student must let the HA know when the appointment is being arranged.

What students can expect from Harassment Advisors:

- Arrange an appointment for you within four working days
- Provide a confidential service, which means we will not share information about a student's case with anyone outside of the network without their permission. For more information see our Confidentiality Policy.
- Offer impartial and confidential advice on the range of options and support available
- Not act on a student's behalf but support them to take action themselves.

What we ask of students:

- Take responsibility for their own situation. This means they will need to write their own statements and correspondence, and speak for themselves in meetings and in any hearings.
- Be patient when corresponding with their Harassment Advisor, who will be managing this role voluntarily alongside their university staff duties.
- Attend their appointments at their agreed time, or to let the Harassment Advisor 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 Advisor, 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 Advisor Network please refer to the KCL Complaints Procedure. Complaints should be raised initially to the Harassment Advice Network with the Network Manager at helena.mattingley@kcl.ac.uk - If you have any questions about this agreement please email harassment@kcl.ac.uk

Confidentiality Policy

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 Data Protection Act. This policy outlines the Harassment Advisor Network's responsibilities and practice in relation to confidentiality and data protection.

Definition of Confidentiality

The Harassment Advisor Network 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. Anybody who makes an enquiry about you or your case will be directed to this confidentiality policy and requests for information will be declined.

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 breaches of confidentiality below.

With relation to this policy the Harassment Advisor Network Team is comprised of the Lead Harassment Advisor, Director of Diversity & Inclusion, Head of Diversity & Inclusion and Diversity & Inclusion Project Officer. Only members of the team and Student at Risk team will have access to our case records. As part of our support for a student, 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. We will always seek your expressed permission before doing so, and no information will be shared if permission is not given.

Case records

It is necessary for members of the Network team to keep records of cases so that we can give effective support. Case files are stored on a secure, password protected case management system. Case records are also kept to measure the quality of the support 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 Policy

We 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 advise a student on a matter when we are aware that a student is already being assisted by another organisation on the same matter. This is to ensure a student does not receive conflicting advice.

Where an advisor 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 Advisors.

Withdrawal of Service

In exceptional circumstances, it may be necessary to withdraw a student's access to Harassment Advisors. 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 advisor believes withdrawal of service may be necessary this will be discussed with the Head of Diversity and Inclusion and Lead Harassment Advisor. 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.