

Oxford SU Advice

Conflict of Interest Policy

Principles of Conflict of Interest Approach

1.1 Oxford SU Advice recognises that conflicts of interest need to be managed in order to limit any potential impact on the support we can offer you. This policy outlines our responsibilities and practice relating to Conflicts of Interest.

Identifying a Conflict of Interest

2.1 We recognise that conflicts of interest could arise where:

- An adviser feels they are unable to give impartial advice to you
- An adviser feels they may be perceived to be unable to give impartial advice to you (for example, if there is another party involved who they are/have supported)
- If the matter involves an Oxford SU colleague
- If the course of action you wish to take could damage the reputation of Oxford SU or our staff

2.2 If your case is likely to involve another party (for example, a peer complaint or an allegation of collusion) then your adviser will ask you to report the names of the other individuals involved in order to identify any potential conflicts of interest as soon as possible.

2.3 Our Advisers are responsible for identifying any potential of conflict of interest at the time it occurs and following this procedure to manage the situation. If there is any doubt about whether there is a conflict, advisers will consult with the Advocacy Manager, and if required, other senior managers of the SU, to determine next steps.

Conflict of interest procedure

3.1 If a potential conflict of interest has been identified, we will notify you that this has been identified and our next steps.

3.2 If more than one party involved in a case contacts SU Advice seeking support, then each party will be allocated a different adviser. Advisers will not discuss details of their student's case with other advisers and will receive support from different managers in relation to the case. If there are more parties involved in a case than we have advisers available, then our advisers will be allocated on a first come first served basis.

3.3 If we are unable to support you, then we will signpost you to information on our website and endeavour to help identify potential alternate sources of support.

3.4 We are aware that notifying a student of a conflict of interest may in some cases inadvertently draw attention to another student's use of SU Advice. We limit this by only revealing that a conflict has been identified; and will never share information about any other parties who have contacted us.

Auditing and Training

4.1 As part of our file review, we check to ensure this policy has been followed correctly where applicable.