

## **Refusal and Withdrawal of Service Policy and Procedure**

Whilst BurlyCon remains committed to its aim of providing a service to burlesque performers, aficionados, fans, members and attendees, there may be occasions where after careful consideration, services are refused or withdrawn for individual users. This policy outlines the circumstances in which this may be appropriate, and details the procedure which should be followed.

### **Circumstances which can lead to refusal or withdrawal of service**

- a. Service user threatening or using violence or harassment of other BurlyCon members or attendees.
- b. Breach of BurlyCon's posted values
- c. Potential fraud and/or seeking support for illegal actions
- d. Loss of confidence
- e. Conflict of interest
- f. Inappropriate or excessive use of resources

This list is intended to serve as a guide for both service users, volunteers, and staff within BurlyCon. However, if an instance occurs that is outside these guidelines which indicates that it is not in either party's interest for the relationship to continue, the BurlyCon Board and/or the Executive Director reserves the right to refuse service after careful consideration of the situation. In all cases the service user is entitled to appeal the decision.

### **Promotion of the policy**

All volunteers and staff will be provided with access to this policy and will be familiar with its intended purpose.

Where a potential refusal/withdrawal of service is identified, the person will be made aware of the policy and be offered a copy where appropriate.

### **Procedure**

Where BurlyCon staff have concerns regarding a person in relation to the policy, the details of this should be discussed in the first instance with the Executive Director. In addition, the following action should be taken in relation to specific points:

#### **a) Threatening or using violence or harassment**

If any staff member, board member, volunteer, attendee, or other person within BurlyCon has any concerns over the conduct of a person in terms of violence, harassment, or threats, and communication skills fail to resolve the situation peacefully, or if a person is being violent, the BurlyCon and/or venue security staff will be contacted.

In discussions with others involved in the incident, the Executive Director and/or Representation may decide to ban a person from participation in BurlyCon convention or

## **Refusal and Withdrawal of Service Policy and Procedure**

other activities. This decision will then be communicated to the person in writing. It will be at the Executive Director's discretion, in consultation with the BurlyCon Board, to initiate BurlyCon's complaints procedure or membership procedure in relation to the incident.

- see Anti-Bullying Policy

### **b) Breach of BurlyCon's posted values**

In accordance with BurlyCon's values, if informal measures to deal with the situation do not rectify the behaviour of a person, BurlyCon staff may refuse service in order to maintain an environment acceptable to other attendees and staff.

It will be at the Executive Director's and/or Representation's discretion, in consultation with the BurlyCon Board, to initiate BurlyCon's complaints procedure or membership procedure in relation to the incident.

### **c) Potential fraud and seeking support for illegal actions**

BurlyCon cannot knowingly assist users with fraudulent claims or assist a person where it is known that the person is misrepresenting their situation or acting in an illegal manner. If a person admits, or it becomes apparent, that this is the case the BurlyCon staff dealing with that person must clearly state their belief that the situation may be fraudulent and the consequences or legal implications of that action. The BurlyCon staff should also explain that the person should either disclose their change of circumstance or take appropriate action to cease the fraudulent action.

If the person is unwilling to stop the fraudulent action, they must be notified that the Executive Director will be unable to assist further in relation to that matter, and therefore there will be a withdrawal of service. This decision will be made in discussion with the BurlyCon Board and will be clearly communicated to the person in writing.

### **d) Loss of confidence**

Where a person's actions are consistently contrary to those advised by BurlyCon staff or where the person consistently fails to follow through with agreed upon duties, the BurlyCon staff should discuss this matter with the Executive Director. Where appropriate, the Executive Director will communicate the possibility that if the user continues with their actions, that withdrawal of service may occur.

This also applies where the person's actions have a serious affect on the reputation and standing of BurlyCon in relation to either internal or external groups and organisations.

### **e) Conflict of interest - see Conflict of Interest Policy**

### **f) Inappropriate or excessive use of resources.**

BurlyCon has limited resources and aims to provide equal service to all attendees. It aims to empower all attendees to resolve issues themselves where possible. Resources in

## **Refusal and Withdrawal of Service Policy and Procedure**

terms of staff time and expertise are not unlimited. Therefore, the following actions may lead to withdrawal of service:

- Demands that staff undertake actions which they deem the person to be able to take themselves
- Requests for assistance that exceeds the expertise of staff, for example legal representation or medical knowledge
- Long term support demands that require substantial staff time which then have a detrimental effect on the ability to provide an acceptable level of service to other persons

### **Standard actions**

In all circumstances where refusal or withdrawal of service applies the following should occur:

1. The decision must be taken in consultation with the BurlyCon Board, whose decision is final
2. The person should be informed in writing of the decision and an explanation provided as to why it has occurred
3. The person should be provided with details of other advice providers if possible
4. The BurlyCon Steering Committee will be notified of the decision in order to monitor the policy and for social policy purposes
5. Records must be kept in the casefile detailing specific advice and decisions communicated to the person
6. The BurlyCon complaints procedure should be offered if the person wishes to challenge the decision.