FAIR USAGE OF FREE INVESTIGATION ADVICE SERVICES POLICY

Fair Usage of Free Investigation Advice Sessions Policy

Introduction

The Fair Usage Policy outlines the acceptable use of Consilium Training and Support Ltd's (the company) free investigation advice services. This is to ensure all clients benefit equally from high-quality support and resources.

Our free investigation advice services are available for those organisations who have signed up to one of our Training Membership packages.

Purpose

The aim of this policy is to promote responsible, reasonable, and fair use of our free investigation advice services to ensure that we can continue to deliver consistent and meaningful support to all clients.

Use of Free Investigation Advice Services

Clients may:

- Access support related to training materials, course content, and learning resources for training topics they have attended.
- Ask for clarification, technical assistance, or guidance regarding training topics they have attended.

Clients must not:

- Use support services excessively or in a manner that disrupts the availability of these services to others.
- Request support for training topics they have not attended.
- Share information provided with other organisations.

Whilst we do not impose strict limits, use of our free investigation advice services may be considered excessive if:

- Requests exceed more than one hour of support per month per individual.
- The same enquiry is repeated without following previous guidance.
- The frequency of the requests hinders the team's ability to serve other users efficiently.

If usage of our free investigation advice services exceeds reasonable limits, the Company may contact the client to review their use of the services and suggest appropriate adjustments.

Policy Approval and Authorisation:

This policy has been approved & authorised by:

Name: Sarah Bradley

Position: Director

Signature: *S.Bradley.*

Revisions/Reviewed:

Date	Type	Undertaken By	Comments
01/04/2025	Policy creation	Sarah Bradley	Policy created