

Title:	Trusted Contact/Next of Kin Procedure
Code:	WBTCP-01
Published:	February 2026
Last reviewed:	August 2026
Next review date:	August 2027
Approved by:	Senior Management Team
Policy owner:	Chief Operating Officer

1. Introduction

1.1 This procedure is intended to ensure an appropriate approach to contacting a students' Trusted Contact/Next of Kin.

1.2 This document defines how the Falmouth University Trust Contact/Next of Kin policy is administered and maintained at WaterBear.

1.3 This procedure is aligned with relevant WaterBear and Falmouth University policies and procedures, including:

- Falmouth University Trust Contact/Next of Kin policy
- Falmouth Health, Wellbeing and Support for Study Policy
- Student Disciplinary Policy and Procedure -WBSDPP-01
- Health and Safety Policy – WBHASPP-01
- Student Code of Conduct – WBSCC-01
- Safeguarding Policy and Procedure – WBSP-01
- Data Protection Policy – WBDPCM-01
- Behaviour Agreement and Suspension Policy – WBBHS-01

2. When do we use this procedure

2.1 In cases where it becomes apparent that an individual student's support needs are beyond the responsibilities of the University and there is serious concern for their safety or their vital interests are at risk, The Student Services Manager and/or The Head of Education will raise their concerns in writing via e-mail to the COO, or in their absence, the CEO.

The e-mail should include a timeline of pertinent events leading up to the request and a clear rationale as to why the trusted contact/next of kin should be contacted. At that point, the COO/CEO can review this information and make a decision, which they should communicate via e-mail to the Student Services Manager/Head of Education. The COO/CEO can request further information to better inform the decision, though this and further responses must always be conducted in writing via e-mail.



Some examples of this could include (but are not limited to):

- Unexpected admission to hospital for non-routine treatment
- Non engagement with studies and not contactable for confirmation of safety and wellbeing
- Ongoing illness which appears to be significantly deteriorating
- Serious mental health crisis
- Behaviour in ways which may pose a significant risk to own or others' safety and wellbeing
- Victim of a serious crime

2.1 Where other agencies – for example emergency services (ambulance, police) and the NHS – ask for 'next of kin' details in order to support the student in immediate and vital circumstances. The circumstances for each situation will be considered.

3. How do we use this procedure

3.1 Communication with the trusted contact will be initiated by the Student Services Manager or in their absence, the Head of Education. Essential information only will be shared about the College's concerns; the involvement of the trusted contact will be requested to provide support and intervention that might help to reduce risk for the student.

3.2 Wherever possible the student's consent will be sought before sharing information with their trusted contact. Where this is not possible staff will make an individual decision about whether the student is at risk of serious physical, emotional, or mental harm, and what further action needs to be taken. This decision will be sensitive to the particular context and wherever possible informed by a clinical assessment of the risk to the student.

3.3 When making the decision to share information without consent, any potential risks involved will be considered and how best to mitigate them. Any preferences that the individual had previously expressed to the university will also be considered. For example, if sharing the full background of a student's difficulties involve disclosing sensitive information about their sexual orientation or gender identity then sharing more limited information in the moment will be chosen as a proportionate way of balancing ensuring a student's safety with respecting their privacy and their wishes.

3.4 The student should be informed of the decision to communicate with their trusted contact (unless this is judged to present a potential risk of harm).

4. Appeal

4.1 A student may not challenge the decision to contact a trusted contact. However, they have full recourse to, and may raise a concern via, WaterBear's Complaints



Policy and Procedure.

5. Monitoring and Review

5.1 The operation of the Trusted Policy/Next of Kin Contact Procedure will be monitored by SMT.