



# Unacceptable Behaviour Policy

## 1. Introduction

- 1.1 The University is committed to providing a fair, consistent and accessible service for all students. We must also provide a safe working environment for our staff, and ensure that our work is undertaken in an efficient and effective manner. It is recognised that people may act out of character in times of trouble or distress, however, the University will not tolerate behaviour which is deemed to be unacceptable and action will be taken to protect staff.

## 2. Scope

- 2.1 The Unacceptable Behaviour Policy is primarily applicable, but not limited to the following policies and procedures:



- 2.2 The term 'Student' includes alumni. Third parties are not usually permitted to liaise with the University on behalf of a Student [see [Communication with Third Parties Policy](#)], however on occasions when the University discusses a case with a third party, for good reason, this policy will apply to them.
- 2.3 The University's definition of 'unacceptable behaviour' might include, but is not necessarily restricted to, cases in which there is clear evidence that the student has behaved in one or more of the following inappropriate ways (this includes via Social Media [see [Social Media Policy](#)]):
  - Making unreasonable demands of case handlers, for example; requesting responses within an unreasonable timescale; insisting on seeing or speaking to a particular member of staff; continual phone calls, emails, or letters; repeatedly changing the substance of the complaint, or raising unrelated concerns;
  - Communicating with the University in an abusive, offensive, defamatory, aggressive, threatening, coercive or intimidating manner. The University considers that inflammatory statements and unsubstantiated allegations can amount to abusive actions or behaviour;



- Submitting a case containing materially inaccurate or false



2.10 Should the student not agree with t