

**STUDENT CASEWORK UNIT**

**UNACCEPTABLE BEHAVIOUR**

**Introduction**

1. The University is committed to providing a fair, accessible and consistent service for all its students. However, we also have a duty of care to our staff and, consequently, we will not tolerate behaviour which is deemed to be unacceptable or unreasonable.

2. The majority of students who access the student casework procedures communicate in a polite and courteous manner. This guidance details how we manage the minority of students whose actions we consider unacceptable and/or unreasonable and are impeding the ability of staff to carry out the University’s procedures.

3. This guidance applies to all students and their representatives, who are communicating with the University primarily, but not solely, in respect of the following code, regulations and procedures:

* Student Code of Conduct
* Student Conduct Procedure
* Fitness to Practise Procedure
* Student Complaints Regulations and Procedure
* Academic Appeals Regulations and Procedure
* Academic Misconduct Regulations and Procedure
* Extenuating Circumstances Regulations and Procedure
* Fitness to Study Regulations and Procedure

**Definitions of Unacceptable Behaviour**

4. Unacceptable behaviour can be verbal, written or physical behaviour that causes staff to feel threatened or intimidated and/or causes unnecessary stress and upset.

5. The following is a non-exhaustive list of examples of behaviour that will be considered unacceptable and/or unreasonable:

* Making inflammatory or derogatory remarks.
* Being rude and/or verbally abusive.
* Using inappropriate and/or offensive language.
* Bringing complaints that the University considers to be vexatious, for example that are designed to cause disruption or annoyance, that lack any serious purpose or value, that are motivated by malice or that have the aim or effect of harassing an individual.
* Pursuing a complaint in an unreasonably persistent manner, for example in a way that is obsessive, prolific or repetitious, or might be considered harassment.
* Persistent refusal to accept a decision once the University’s procedures have been completed.
* Making unreasonable demands of staff, for example insisting on seeing or speaking to specific individuals and requesting responses within unreasonable timescales.
* Contacting many staff members with the same, or similar, queries.

6.. The University will not tolerate violence and threats against staff. Such behaviour may be reported to the police and will be dealt with under the University’s disciplinary procedures.

**Management of Unacceptable Behaviour**

7. All staff have the authority to manage unacceptable behaviour. Where the behaviour is in relation to a student case, the Associate Registrar (Student Casework) (or nominee) will confirm the action to be taken.

8. In the first instance, we will inform you in writing that your behaviour is considered to be unacceptable and/or unreasonable and request that you modify your behaviour. We will inform you of the action that will be taken, should the behaviour continue.

9. Action taken will be proportionate and take account of the nature, extent and impact of your behaviour.

10. The following are actions that may be taken, should the initial warning be ignored:

1. Require you to contact a named staff member only.
2. Restrict telephone calls to certain days and times (as agreed with you).
3. Terminate telephone calls where you are raising issues repetitively or where the issues have already been dealt with. Subsequent action may take place to further restrict communication as appropriate.
4. Terminate telephone calls if you are making derogatory or inflammatory remarks, being verbally abusive and/or rude, using inappropriate and/or offensive language. Subsequent action may take place to further restrict communication as appropriate.
5. Restrict the issues about which we will correspond.
6. Block emails where they are deemed to be abusive or offensive.
7. Ask you to appoint a representative, usually an officer of the Students’ Union, with whom the University will correspond.
8. Ask you to enter into an agreement outlining expectations of future conduct.

11. Complaints that are considered to be vexatious, or complaints that continue to be pursued in an unreasonably persistent manner where a warning has been given in writing, will not be considered and could result in action being taken under the Student Conduct Regulations. Reasons for the decision will be provided to you and you will be issued with a Completion of Procedures Letter.

12. If the University’s internal procedures have been completed, we may decline to respond to further correspondence where no new issues are raised, other than to acknowledge receipt and to inform you that we will not respond further.

13. If you have a disability/mental health issue, we will consider whether the unacceptable behaviour is related to your disability/mental health issue and if so, whether the action being applied will affect you more than someone who does not have that particular disability/mental health issue. Advice may be sought from an appropriate member of staff in the University’s Wellbeing/Disability Support Services.