**Appendix I Behaviour Protocol – Student Guidance**

**Introduction**

As a student of the University you have the right to challenge actions and decisions taken by the University. We understand that when doing so you may be upset and act in a way that you would not normally, which is why we signpost students to the Student Life and Wellbeing Service throughout the Handbook of Student Regulations <https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/>.

On very rare occasions, students may behave in ways that cause distress to others and [Appendix I of the Handbook of Student Regulations](https://www.northumbria.ac.uk/about-us/leadership-governance/vice-chancellors-office/legal-services-team/handbook-of-student-regulations/) sets out what action the University may take in these circumstances.

**Unreasonable Demands and Unacceptable Behaviour**

Sometimes, students (and third parties acting on their behalf) make unreasonable demands or behave in unacceptable ways, such that it causes distress to staff and makes it difficult for staff to respond to the issues being raised. Unreasonable demands include, but are not limited to:

1. Requiring a response within an unreasonable timescale
2. Insisting on seeing, speaking to, or seeking a response from a member of staff when that is not possible or appropriate
3. Refusal to accept explanations of what the service can and can’t do
4. Continual phone calls or emails, or any other form of repetitive communication
5. Continuing to pursue a case after it has been closed
6. Aggressive or offensive behaviour
7. Persistent failure to follow advice that has already been provided
8. Making vexatious or malicious complaints and appeals

Any form of aggression is unacceptable. Further information about behaviours that the University deems unacceptable can be found at <https://northumbria.service-now.com/ub>.

**Behaviour Affected by Ill-Health**

We understand that your behaviour may be caused by physical or mental ill health. When it is known that ill health may be a factor in your behaviour, we will be sensitive to this and consider adjustments to support your engagement with the procedures. There will, however, be times when contact with you will need to be managed by the measures set out in Appendix I to ensure the wellbeing of all parties involved, including you. Any action taken will be proportionate and the minimum necessary to manage the situation.

**Formal Action**

Very exceptionally, when the behaviour is serious, the University may be required to take formal action in line with the Student Disciplinary Procedure, Fitness to Practise Procedure (if you are on a professional programme), and the Precautionary Action on the Basis of Duty of Care Procedure. Occasionally, it may also be necessary to withdraw our service. When this happens, you will be informed of your right to a fair hearing and to challenge any resulting decision. If formal action is taken against you, you may wish to seek independent advice and guidance from the Students’ Union <https://mynsu.co.uk/advice-centre/your-course>.

For further information about this protocol please consult Appendix I directly or contact the Student Appeals and Complaints Office at [studentappealsandcomplaints@northumbria.ac.uk](mailto:studentappealsandcomplaints@northumbria.ac.uk).