

# **Stirling Students' Union**

## **Unacceptable Behaviour Policy**

### **Overview**

Stirling Students' Union does not tolerate abusive, aggressive, or threatening behaviour towards staff, students, or others, whether physical, verbal, or written, and may end contact if such behaviour occurs, contacting the police where violence is used or threatened. This policy should be considered alongside other Student Union policies including the Advice Service Withdrawal of Service Policy.

Breaches of this policy may also lead to action taken under the Disciplinary Procedures outlined in Schedule 6 of the students' union's governing documents.

### **Physical or verbal abuse**

- Physical or verbal aggression, behaviour or language that causes staff, students, or others to feel afraid, threatened or abused.
- Stirling Students' Union staff have the right to choose to end an abusive or aggressive telephone/Teams call. Similarly, if written or emailed correspondence is considered aggressive, abusive or offensive, the service user will be informed that any further correspondence of that nature will not be dealt with.
- If physical violence is used or threatened, the police will be called.

### **Unreasonable demands**

- This category includes:
  - unreasonable persistence after the service user has been told that Stirling Students' Union cannot help with the enquiry,
  - continually contacting Stirling Students' Union about the same issue,
  - or bombarding Stirling Students' Union with many different issues,
  - imposing unreasonable timescales for dealing with a problem,
  - and demanding services that Stirling Students' Union does not provide.
- Where it is felt that the behaviour of a service user under either of the above categories is adversely affecting the work of Stirling Students' Union and the

service to other people, a decision may be made to restrict contact with that person.

- For example, we may ask that the service user contacts Stirling Students' Union only in writing, or only on certain days at a set time. We may exclude the person from contact with Stirling Students' Union staff and sabbatical officers for a period of time.

Wherever possible, the service user will be given the opportunity to modify their behaviour before this decision is made.

If the service user feels that they have been unfairly dealt with under the Unacceptable Behaviour Policy, they may appeal in writing to the Chief Executive Officer by emailing [theunion@stir.ac.uk](mailto:theunion@stir.ac.uk).