



## **Annex A3: Unacceptable Behaviour Guidance**

### **A3.1 Definition of Unacceptable Behaviour**

- Aggressive, threatening, or abusive language (spoken, written, or digital)
- Personal attacks or inflammatory accusations
- Repeated, excessive, or unreasonably persistent contact
- Refusal to accept outcomes without new evidence
- Demanding outcomes beyond what is reasonable or within MHI's control
- Disruption of institutional operations or harassment of staff

The guidance will be applied fairly, proportionately, and regarding the Equality Act 2010. Where behaviour may be influenced by a disability or other protected characteristics, reasonable adjustments will be considered before restrictions are applied.

### **A3.2 Application of the Complaints Policy**

Applies to complainants, representatives, or others engaged in the complaints process.

### **A3.3 MHI's Approach to Managing Behaviour**

- Warnings may be issued
- Communication may be restricted
- In serious cases, complaints may be paused or closed
- All actions authorised by the Academic Registrar and recorded

Decisions to impose restrictions will be documented in writing, with reasons provided to the complainant. Confidentiality will be maintained, and information about behaviour will be shared only with those staff members who need to know to implement restrictions appropriately.

### **A3.4 Appeals and Safeguards**

Complainants subject to restriction may request a review by a senior officer.

A summary of all cases where restrictions are applied will be reported annually to the Governing Body for oversight. This ensures that patterns and trends are monitored, and any lessons learned are used to improve the complaints process and wider institutional practices.



### **3.5 Accessibility and Transparency):**

This guidance forms part of the published Complaints Policy and will be made available on the College website to ensure that students and staff are aware of the standards of behaviour expected and the process for managing unacceptable behaviour