Experiencing Unacceptable Behaviour – What Do I Do?

In the first instance, please read the University’s Acceptable Behaviour Guidance. If you consider that a breach of Acceptable Behaviour standards has occurred, you should, if practicable, seek to resolve the matter informally with the person who has behaved this way towards you. The following flow chart will help you decide who to go to for help and advice.

Do you feel you can approach the individual informally and directly?

- Yes – you can use the Respect at Work Toolkit (Appendix 1 of Acceptable Behaviour at Work Policy) to help you plan the discussion with the individual.

Do you feel you need to talk through the behaviour witnessed/experienced with someone impartial?

- Yes – you can contact an Acceptable Behaviour Supporter for informal advice as to how to approach the issue and discuss possible resolutions.
  
  You can also contact a Trade Union representative.

Do you now feel you can approach the individual informally and directly?

- Yes - you can use the Respect at Work Toolkit (Appendix 1 of Acceptable Behaviour at Work Policy) to help you plan the discussion with the individual.

- No – you can ask for a trained mediator to facilitate discussions or use the University Employee Assistance Programme.

Has the issue been addressed or resolved?

- Yes

- No – If it has not been possible to resolve the matter informally, or the nature of the behaviour is deemed too serious for informal approach, you should raise the matter formally and without delay through the grievance procedure.