

Graduate Accommodation Unacceptable Behaviour Policy

Version control

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The original document is held by Estates Services, University of Oxford. The most current copy is available on the Graduate Accommodation website [Policies and guidance | Graduate Accommodation \(ox.ac.uk\)](#)

These are rules made under section 4 of [Statute XI](#): University Discipline.

Making a Complaint

Our team do everything in their power to ensure that a graduate students' experience in our accommodation is enjoyable and conducive to study. However, we understand that there are occasions where things go wrong, and on some of these occasions it is necessary to make a complaint.

Making a complaint is never a pleasant experience, especially during times of high pressure for students. We will do our best to resolve our tenants' problems quickly, fairly and without fuss whenever possible, so you can enjoy your accommodation in peace.

Our website and handbook explain our complaints procedure, and we ask all tenants to use the established steps and channels of communication in order to raise a complaint. This ensures all problems are dealt with as efficiently and effectively as possible. You can find the procedure on our [website](#).

Unacceptable Behaviour

We are responsible for ensuring the safety and wellbeing of our staff, and we take this responsibility seriously. This policy sets out what we expect from anyone dealing with our team, and how we will deal with the small minority of people whose behaviour is unacceptable. In the case of behaviour relating to complaints, this policy applies to people making a complaint, as well as to those whom we might contact in the process of resolving a complaint.

We do not expect our staff to put up with unacceptable behaviour, and we will take prompt action to protect them from having to do so. Specifically, we will not tolerate people treating our team in ways that are:

- *abusive, offensive or defamatory*
- *aggressive or threatening*
- *unreasonably persistent or demanding*

There are three stages of possible response. If we think you are acting unacceptably in your interactions with us, we will in the first instance tell you so and explain why; we will ask you to change your behaviour in order for our interaction to proceed respectfully and constructively. If, after this, you persist in displaying unacceptable behaviour towards our staff we will as a second stage take action to restrict your ability to communicate with us; this may include:

- *Ending calls if you speak to our staff in an unacceptable way*
- *Staff removing themselves from the presence of abusive individuals when face-to-face (with the involvement of the University Security Services if necessary)*
- *Restricting your access to our staff by nominating one colleague for you to contact – you will be asked to communicate solely with this person, and will not receive a response from other members of our team*
- *Restricting the channels through which we will engage in dialogue with you*
- *Asking you to contact us through a nominated representative on your behalf*
- *Setting out agreed terms for all future communication with our team, and asking you to formally sign up to these terms*

The decision of whether to restrict your access to our team will be taken by either the Head of Graduate Accommodation and Residential Lettings or the Director of Asset and Space Management, who will write to you explaining why we see your actions as unacceptable and what we are doing in response. Any restrictions we impose will be appropriate and proportionate.

Where incidents of unacceptable behaviour continue, or are so bad that local action is not appropriate, we will consider an onwards referral, for example referring your case to the Proctors' Office who have oversight for disciplinary matters related to students.

Estates Services

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