

- Behaviour which is frivolous or vexatious.
8. If a member of staff communicating with the student about a complaint or an appeal of a result considers that the student's behaviour is unacceptable the staff member may implement immediate action. Examples of this include but are not limited to:
 - terminating a phone call;
 - discontinuing a meeting;
 - seeking the assistance of the University's Security Services or the Police.
 9. Following the unacceptable behaviour, the relevant staff member should email the student to identify the unacceptable behaviour, and where appropriate set out the behaviour expected of the student in the future. The email should inform the student that the University reserves the right to terminate the consideration of the complaint or appeal of a result under this procedure. The Student Complaints and Discipline Officer must be copied in the email.
 10. The student may be referred to the Regulations for Student Conduct.
 11. Exceptionally, the University reserves the right to immediately terminate the consideration of a complaint or an appeal of a result if the unacceptable behaviour is of a serious nature. This must be approved by a member of the University Executive Board.
 12. If the unacceptable behaviour continues, the relevant staff member will inform the Head of Governance.

