

Disruptive behaviour policy

Definition. 'Disruptive behaviour' departs from what is normally perceived as appropriate behaviour by participants in U3AC courses and activities, both during classes and activities themselves and/or outside of them (including written and verbal communications), which prevents the class or activity from properly fulfilling its objectives, and/or distracts participants and/or makes participants (including the tutor/organiser) feel uncomfortable, frustrated or intimidated.

Policy

- U3AC classes, activities and lectures are in principle open to all members, subject to enrolment limits.
Where a member, for whatever reason, is deemed to be disruptive (as defined above) and the tutor/organiser is unable to resolve the problem informally with the member concerned, confidential advice and support in resolving the issue should be offered to the tutor/organiser in line with the Procedures below. The Tutor Support Handbook gives some tips proposed by tutors for dealing with challenging behaviour.
- Should these Procedures be exhausted and the issue still not resolved, the member may be excluded from the class or activity.
- Depending on the seriousness of the member's disruptive behaviour, U3AC reserves the right to deny the member enrolment in future classes or activities.
- (The Tutor and Attendee protocol at the beginning of Part 3 of the Tutor Support Handbook provides some helpful guidance on creating the kind of learning environment which is as enjoyable, respectful as possible.)

Procedures

- Where a tutor/organiser reports a serious issue to the Office (rather than raising it directly with the Director of Studies (Courses)), staff will refer the matter to the Director. The Director will consult other members of the Courses Committee (to the extent that the urgency of the situation permits). The Director/Courses Committee will consult the tutor/organiser and use all reasonable endeavours to achieve an appropriate resolution.
- Where an issue cannot be resolved, and the Director of Studies (Courses) decides that the only course open is to exclude the relevant member, the decision and any related conditions are subject to confirmation by the Courses Committee via an exchange of emails or, if the timing is appropriate, at their next meeting.
- The exclusion will be reported in confidence to the U3AC Chair, and to Council at their next meeting. The member will be informed that there is no alternative but to exclude them.
- Should the way in which the issue has been handled give rise to any complaint on the part of the tutor/organiser and/or the relevant member, this will be handled in accordance with U3AC's Complaints procedure policy.

Approved by Council: 20 February 2024

Next review date: February 2026