

Notice Regarding the Basic Policy on Customer Harassment at the Public University Corporation, the University of Aizu

The Public University Corporation, the University of Aizu

Under the “Basic Policy on Customer Harassment at the Public University Corporation, the University of Aizu,” the Corporation will take a firm stance against customer harassment to protect the individual dignity of faculty and staff and to maintain a healthy work environment.

When customer harassment occurs in the workplace, faculty and staff should respond as follows.

1. Definition of Terms

The definitions of terms in this notice are as follows.

(1) Faculty and staff

This refers to full-time and part-time faculty and staff of the Corporation.

(2) Affiliated organization

This refers to the following internal organizations of the university, graduate school, and affiliated facilities of the Corporation.

- (i) Divisions and offices of the Administrative Office
- (ii) Divisions of the University of Aizu School of Computer Science and Engineering
Department of Computer Science and Engineering (CS, CE, IS)
- (iii) Centers of the University of Aizu School of Computer Science and Engineering (Center for Cultural Research and Studies [CCRS], Center for Language Research [CLR])
- (iv) The University of Aizu Center for Planning and Promotion
- (v) The University of Aizu Department for Student Affairs
- (vi) Graduate Departments of the Graduate School of Computer Science and Engineering of the University of Aizu (CIS, PM)
- (vii) The University of Aizu Research Center for Advanced Information Science and Technology (CAIST)
- (viii) The University of Aizu Information Systems and Technology Center (ISTC)
- (ix) The University of Aizu University-Business Innovation Center (UBIC)
- (x) The University of Aizu Revitalization and Creation Support Center (RACS)
- (xi) The University of Aizu Research Center for Space Informatics (ARC-Space)
- (xii) Departments of the University of Aizu Junior College Division (Industrial Information Science, Food and Nutrition Science, Early Childhood Education and Welfare)
- (xiii) The University of Aizu Junior College Division Department for Student Affairs
- (xiv) The University of Aizu Junior College Division Library

(3) Management staff

Regarding (i) above, this refers to the heads of the organizations, as well as the Associate Directors and Assistant Directors.

Regarding (ii) through (xiv) above, this refers to the heads of the organizations, as well as Deputy Directors, Deputy Center Directors, Directors of Business Affairs, and Deputy Directors of Business Affairs. In addition, faculty and staff who are the superiors of the heads of each of the above organizations are also included as management staff.

2. Consultation System

- If faculty or staff recognize behavior that may be considered customer harassment, they should consult with the management staff of their affiliated organization regarding things such as how to respond.
- If faculty or staff consult with the management staff of their affiliated organization regarding customer harassment, the management staff should aim for a prompt and appropriate resolution while giving sufficient consideration to privacy protection, taking into the account the nature of the situation, while also striving to prevent the recurrence of said situation and maintain the mental and physical health and favorable working environment of the relevant faculty or staff.
- If the management staff of their affiliated organization recognize customer harassment within the workplace, they should take measures to ascertain the facts promptly and accurately with the cooperation of the relevant faculty or staff.

3 Basic Response When Customer Harassment Occurs

The following are examples of responses when customer harassment occurs.

However, these are merely examples, and in practice, it is necessary to respond appropriately according to individual circumstances, taking into account the background and situation in which the behavior occurred.

(1) Basic response

(i) Faculty or staff should immediately report to management staff or others and seek instructions on how to handle the situation.

(ii) As much as possible, faculty or staff should not be left alone to handle the situation. Also, if necessary, management staff or others should handle the situation on behalf of the faculty or staff in question.

(iii) If necessary, record or film the interaction with the party involved (the person engaging in the behavior).

(iv) If the faculty or staff has provided a sufficient explanation and the repeated demands continue, request that the person leave or hang up the phone after a certain amount of time (approximately 15 to 30 minutes after reaching an impasse) has passed.

(v) If it is difficult for the affiliated organization, etc. to address the situation, share information on the situation with the General Affairs and Budget Division of the Administrative Office to seek advice.

(2) Responses to cases considered particularly malicious

The following are examples of responses when customer harassment that is considered particularly malicious occurs, such as repeated excessive demands to faculty or staff.

(i) For any dangerous behavior that may constitute a crime such as assault, injury, property damage, forcible obstruction of business, or intimidation, call 110 to report it to the police. In such cases, promptly share information on the incident with the General Affairs and Budget Division of the Administrative Office of the Administrative Office.

(ii) For the party involved who engage in behavior considered particularly malicious, such as repeating excessive demands to faculty or staff, notify them that future correspondence will be refused, and share information on the incident with the General Affairs and Budget Division of the Administrative Office.

(iii) Upon receiving the shared information, the General Affairs and Budget Division of the Administrative Office should consider coordinating with legal counsel, the police, etc., as necessary, and take prompt action.

4. Protection of persons seeking consultation (victims of customer harassment, etc.)

- When being consulted regarding customer harassment, the management staff of the affiliated organization must ensure the thorough protection of the privacy (*) and personal information of the person seeking consultation.

*Including sensitive personal information such as sexual orientation and medical history

- Faculty and staff will not be treated disadvantageously for having consulted on or reported matters related to customer harassment.