

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

October 1, 2026

The Public University Corporation, the University of Aizu (hereinafter, "the Corporation") strives to improve education, research, and other operations by sincerely listening to opinions and requests from all related parties, and by living up to their trust and expectations.

In order to continue promoting high-quality education, research activities, and regional contribution activities, and to ensure a favorable working environment where the dignity of faculty and staff is respected and they can fully demonstrate their capabilities, the Corporation will protect faculty and staff by taking a resolute organizational stance against customer harassment.

1. Definition of Customer Harassment

Customer harassment of faculty and staff refers to words and actions from individuals or groups with some involvement in the duties of faculty and staff (hereinafter, "Involved Parties") that, in light of the nature of the work performed by the faculty and staff and other circumstances, exceed the scope of what is socially acceptable, thereby causing mental or physical distress to, harming the dignity or honor of, or impairing the working environment of the faculty and staff.

Note that Involved Parties refers to all persons who interact with faculty and staff in connection with their duties, regardless of whether the interaction is face-to-face or not.

*For example: Students, parents of students, applicants/graduates and their families, facility users and their families, contractors and vendors, the local community, etc.

2. Acts That May Constitute Customer Harassment

The following are examples of acts that may constitute customer harassment.

These are merely examples, and in actual situations, comprehensive judgments will be made based on the specific circumstances, focusing on the content of the words and actions and the means and manner thereof.

(1) Words and actions that exceed the scope of what is socially acceptable

(i) Requests that are entirely baseless or completely unrelated to the university's operations

Request that are of a sexual nature, or would compromise the privacy of faculty and staff

(ii) Requests that are extremely difficult or impossible to accommodate

Demanding the performance of administrative procedures that may violate laws and/or ordinances

(2) Means and manners that exceed the scope of what is socially acceptable

(i) Physical attacks (assault, injury, etc.)

a. Acts of violence such as punching, kicking, striking, or slapping

b. Throwing objects

c. Intentionally bumping into someone

d. Spitting

- (ii) Psychological attacks (threats, slander, defamation, insults, verbal abuse, forcing someone to prostrate themselves, etc.)
 - a. Threatening faculty and staff by implying that one will damage facility property or by implying that one will post bad reviews on the internet, including on social media platforms.
 - b. Posting information related to the privacy of faculty and staff on the internet, including on social media platforms.
 - c. Engaging in speech or behavior that denigrates the personality of faculty and staff (including insulting speech or behavior regarding the sexual orientation or gender identity of faculty and staff)
 - d. Forcing faculty and/or staff to prostrate themselves
 - e. Filming or photographing secretly or without permission
 - f. Disclosing sensitive personal information about faculty and staff, such as their sexual orientation or gender identity, to others without the respective staff member's consent, or forcing them to disclose it, or prohibiting them from disclosing it
 - g. Lying in wait or stalking
- (iii) Intimidating behavior
 - a. Intimidating faculty and staff or those around them by raising one's voice
 - b. Engaging in antisocial behavior
- (iv) Continuous or persistent behavior
 - a. Persistently repeating the same questions
 - b. Changing the subject, nitpicking, or persistently blaming
 - c. Persistently sending the same emails or similar messages
- (v) Confining behavior (refusing to leave, squatting, unlawful confinement)
 - a. Detaining faculty and staff by squatting or engaging in prolonged telephone calls

3. Response to Customer Harassment

In order to protect faculty and staff, we will not ignore behavior from Involved Parties determined to be customer harassment. We will take a firm organizational stance and, as necessary, record or film interactions with the Involved Parties.

If repeated demands continue even after sufficient explanation has been given from faculty and staff, we may cease further correspondence.

Furthermore, we will take strict action against any behavior that may constitute a crime, such as assault, injury, property damage, forcible obstruction of business, or intimidation, by promptly reporting it to the police and considering legal measures for malicious cases.