Basic Policy on Customer Harassment at Nagasaki University

Date of Enactment: September 29, 2026

1. Introduction

Nagasaki University (hereinafter referred to as “the University”) is committed to respecting the dignity and individuality of all faculty, staff, and students and ensuring a safe, secure, and healthy educational, research, and working environment.

In its educational, research, medical, and social engagement activities, the University sincerely listens to the opinions and requests of students, parents and guardians, graduates, local residents, and external stakeholders, and strives to further improve its operations.

At the same time, the University will take appropriate action against conduct that may constitute customer harassment, including unreasonable demands, verbal abuse, intimidation, coercion, and other inappropriate behavior that adversely affects the educational, research, or working environment.

2. Definition of Customer Harassment

For the purposes of this Policy, “customer harassment” refers to conduct directed toward the University by students, parents and guardians, graduates, local residents, external stakeholders, or other individuals. Customer harassment is conduct that goes beyond what is reasonably acceptable in light of the nature of the University’s activities and has a negative impact on the educational, research, or working environment.

3. Conduct that May Constitute Customer Harassment

The following are examples of conduct that may constitute customer harassment. These examples are illustrative and are not intended to be exhaustive.

- Verbal or psychological abuse, including insults, slander, and discriminatory remarks
- Physical or psychological attacks, including threats, intimidation, violence, and assault
- Restrictive or coercive conduct, such as prolonged confinement, occupying service counters, or refusing to leave
- Persistent or repeated communications, including excessive telephone calls, emails, or other forms of contact

- Unreasonable demands for monetary compensation or excessive apologies, such as demanding that someone kneel and apologize
- Personal attacks, stalking, or other conduct directed at individual faculty or staff members
- Disclosure of personal information, such as posting information about faculty or staff members on social media or the Internet, or other conduct that damages the reputation of the University or its faculty and staff
- Sexual harassment, SOGI-related harassment, and other forms of harassment directed at the University's faculty and staff.

4. Policy for Responding to Customer Harassment

- The University will respond to customer harassment firmly and appropriately.
- When customer harassment occurs, the University will respond as an organization and ensure that no faculty or staff member is left to deal with such situations alone.
- The University will prioritize protecting the dignity and individuality of faculty and staff members, while taking measures to ensure their safety and protect their mental health.
- When conduct is determined to constitute customer harassment, the University may decline to provide further assistance or respond to the individual concerned.
- When conduct is determined to be malicious or seriously disruptive, the University may prohibit the individual from entering University premises and take appropriate measures, including cooperation with the police, attorneys, and other relevant organizations.

5. Awareness-raising and Ongoing Initiatives

The University will publicize this Policy through its website and other means and will continue to provide training and awareness-raising activities for faculty and staff members.