

INOCA INTERNATIONAL LIMITED

UNACCEPTABLE BEHAVIOUR POLICY

Last reviewed: September 2026

Next scheduled review: September 2027

1. Purpose

INOCA International Limited is committed to respectful, inclusive and constructive communication.

We recognise that people contacting us may sometimes be frustrated, distressed, disappointed or strongly disagree with something we have said or done.

Expressing concern, disagreement or criticism — even strongly — is not in itself unacceptable behaviour.

This policy is intended to address behaviour that goes beyond reasonable disagreement and creates an unacceptable risk, burden or impact on individuals, our volunteer team or the work of INOCA International.

2. Who this policy applies to

This policy may apply to anyone engaging with INOCA International through:

- email or other correspondence;
- our website;
- social-media accounts or channels administered by INOCA International;
- meetings, conferences and events;
- online meetings;
- collaborative projects;
- professional or organisational communications; or
- other activities operated or administered by INOCA International.

3. Our principles

We aim to treat everyone with dignity, fairness and respect.

We ask those who communicate or work with us to extend the same respect to our volunteers, Medical Advisory Board members, contributors, partners, speakers and others participating in our activities.

We will distinguish between a person's **behaviour** and their identity, circumstances, disability, health condition, communication style or strongly held views.

Where we are aware that someone needs a reasonable adjustment to communicate effectively with us, we will seek to accommodate this where reasonably possible.

4. What may constitute unacceptable behaviour

Depending on the circumstances, unacceptable behaviour may include:

- threats of violence or harm;
- abusive, intimidating or aggressive behaviour;
- bullying or harassment;
- discriminatory or hateful language or conduct;
- sexual harassment or inappropriate sexual behaviour;
- coercive, manipulative or threatening conduct;
- malicious or deliberately harmful communications;
- publishing or threatening to publish another person's private information without appropriate justification;
- impersonating another person or organisation;
- deliberately disrupting INOCA International meetings, events or online spaces;
- repeated personal attacks against volunteers, contributors or other participants;
- knowingly providing false information for the purpose of causing harm;
- spam or repeated irrelevant communications;
- repeated contact of such frequency or nature that it places an unreasonable burden on a small volunteer-led organisation after reasonable efforts have been made to address the matter;
- attempting to circumvent reasonable communication restrictions;
- misuse of the INOCA International name, logo or identity in a way that falsely suggests authorisation or endorsement;
- unlawful behaviour;
- coordinated or repeated campaigns of harassment, including encouraging others to target, contact or intimidate an individual associated with INOCA International;
- creating or using multiple, false or anonymous accounts to evade reasonable restrictions, continue abusive contact or misrepresent another person or organisation;
- publishing, seeking or threatening to publish personal information about volunteers, contributors, family members or others associated with INOCA International for the purpose of intimidation, harassment or causing harm;
- contacting an individual's family members, employer, healthcare providers, professional colleagues or other third parties for the purpose of intimidating, pressuring or harassing that individual;
- repeated publication or circulation of allegations known to be false, or materially misleading claims made with the apparent purpose of harassing, intimidating or causing harm;
- coordinated disruption of INOCA International's online spaces, events, communications or professional relationships.

This list is not exhaustive.

5. Persistent or unreasonable contact

We recognise that people may need to contact us more than once, particularly where an issue remains unresolved.

Repeated contact will not automatically be considered unacceptable.

However, where communications become excessively frequent, repetitive, abusive or substantially disproportionate to the matter being addressed, we may take reasonable steps to manage the contact.

Before doing so, we will consider the circumstances and, where appropriate, whether the person requires additional explanation, support or a reasonable adjustment.

In considering the overall pattern of contact, we may take account of communications made through multiple channels, accounts or third parties where they appear to form part of the same course of conduct.

6. Criticism and disagreement

INOCA International welcomes responsible discussion and recognises that people may disagree with our decisions, policies, content or activities.

We will not restrict someone simply because they:

- disagree with us;
- make a complaint;
- challenge a decision;
- identify a potential error;
- express dissatisfaction;
- ask reasonable questions; or
- express a different clinical, academic or patient perspective.

Any action under this policy will be based on the nature and impact of the behaviour, rather than the fact that criticism has been expressed.

7. How we may respond

Where behaviour is considered unacceptable, our response will depend upon its seriousness and the circumstances.

We may:

- explain why the behaviour is causing concern;
- ask that particular behaviour stops;
- establish reasonable boundaries for further communication;
- request that future correspondence is limited to a particular issue or communication route;
- decline to respond to substantially repetitive correspondence where the matter has already been fully addressed;
- moderate or remove content from an INOCA International-controlled platform;
- restrict or block access to an INOCA International-controlled social-media account or online space;
- ask someone to leave an INOCA International meeting or event;
- discontinue a collaboration or engagement;
- preserve relevant records;
- report content or behaviour to a platform provider;
- where appropriate, refer serious matters to relevant authorities; or
- decline further engagement where there is reasonable evidence that contact is being pursued primarily to harass, intimidate, disrupt or cause harm rather than to resolve a genuine issue.

Except where immediate action is necessary because of the seriousness of the behaviour, we will normally seek to use the least restrictive proportionate response.

8. Threats, safety and unlawful conduct

Threats of violence, credible threats of harm, stalking, serious harassment or other potentially unlawful conduct may require immediate action.

Where we believe there is a genuine risk to an individual or to public safety, or where the law otherwise requires or permits it, information may be provided to the police, emergency services, a platform provider or another appropriate authority.

9. Social media and online platforms

INOCA International may moderate content on online spaces it controls.

Content may be hidden, removed or reported where appropriate, including content that is abusive, threatening, discriminatory, unlawful, spam, seriously misleading or infringes another person's privacy or rights.

The fact that a comment is critical of INOCA International will not, by itself, be grounds for removal.

10. Decisions to restrict communication

Where communication with an individual is restricted, we will aim, where reasonably practicable, to:

- explain what behaviour has led to the restriction;
- explain the nature of the restriction;
- make the restriction proportionate to the circumstances; and
- review the restriction where circumstances materially change.

There may be circumstances in which advance notice is not appropriate, particularly where there is a safety concern, serious abuse, unlawful behaviour or a need to protect another person.

11. Complaints about a decision under this policy

If you believe this policy has been applied unfairly, you may raise a concern through our **Complaints Policy**.

Where practicable, the matter will be considered by someone who was not substantially involved in the original decision.

12. Privacy

Personal information processed in connection with unacceptable behaviour, complaints, moderation or safeguarding concerns will be handled in accordance with our **Privacy Policy** and applicable data-protection requirements.

Information will be retained only where there is an appropriate reason to do so.

13. Scope of this policy

This policy applies only to activities, communications and platforms operated or administered by INOCA International.

It does not give INOCA International responsibility for independent organisations, healthcare providers, social-media groups or other third-party platforms that we do not control.

Where behaviour occurring outside an INOCA International-controlled platform is directly connected with a person's engagement with INOCA International and materially affects the safety, wellbeing or reasonable operation of our activities, we may take that behaviour into account when deciding how we engage with that person.

14. Contact

Questions or concerns about this policy may be sent to:
contact@inocainternational.com

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