

Undesirable Behaviour: Procedure Flowchart for students

The different support options and procedure when reporting an incident as a student

Maastricht University does not tolerate any form of harassment or victimisation and expects all members of the University community, its visitors and associates to treat each other with respect, courtesy and consideration. The University is committed to promoting an inclusive culture that encourages equality, values diversity and maintains an integral working, learning and social environment in which the rights and dignity of all members of the community are respected.

Undesirable behaviours are understood as actions that harm your personal integrity. Behaviours such as sexual intimidation, aggression, discrimination, violence or bullying are not tolerated at the university. These behaviours can be expressed in the forms of verbal, nonverbal, physical, digital, by phone (messages, email, group chats etc).



Scan the QR code for more information.



If you have experienced or have witnessed an undesirable event and would like to report it, there are two options

Informal

Initial action

If it is safe to do so and you feel able, write to or tell the person that you are unhappy with their behavior.

You can talk through what you might write/say with the help of the confidential advisors.

Confidential advisors

Sometimes doing it yourself can be difficult, unsafe or not enough. The confidential advisor can listen, advise and explore with you the options and help you make a decision on your next step. If necessary, they will refer you to the appropriate support services at UM.

If the informal route does not succeed in resolving the situation, or would not be appropriate given the nature of the complaint, you should proceed to a formal complaint at the Complaint Service Point (CSP).

Formal

Complaint Service Point

This procedure formally addresses the written complaint of inappropriate behaviour and requires you to fill out the complaint form. The confidential advisor may help you with this.

The complaint is then handled by the Executive Board. The Complaints Committee will investigate all relevant facts and schedule a hearing with you and the accused on behalf of the Executive Board. The committee will submit an advisory statement and a hearing report to the Executive Board who will then inform you of any findings, offer their opinion and support.

Your conversations with the confidential advisor will be confidential.

Another confidential advisor is also available for the accused.

The formal procedure requires a hearing and an *open* investigation. The Executive Board and the complaint committee may be obliged to investigate. You will be kept informed at every stage.