

How to report Inappropriate Behaviour (IB)

1. Central contact person for students

Within EhB, **two central counsellors** are appointed (1 man and 1 woman). The counsellors work for all students of the university college and are not attached to a department. One central e-mail address is made available to ensure continuity in the follow-up of reports: meldpuntstudent@ehb.be

- Annemie De Rouck: 1st confidential counsellor
- Joeri Van den Brande: deputy confidential counsellor

A confidential counsellor is a staff member of EhB who has been trained and to whom students can report experiences of inappropriate behaviour. The confidential advisor has a neutral and mediating role in the search for a suitable solution.

The installation of a central confidential counsellor for students regarding IB means that all reports by students regarding IB no longer have to be followed up by the departmental counsellors, but go directly to the central confidential counsellor. If a situation with regard to IB is still reported to the student counsellors or ombudspersons, they must inform the student about it and refer him/her immediately to the central confidential counsellor.

2. Handling of a report

The student can report via the email address **meldpuntstudent@ehb.be**. The confidential counsellor will schedule an appointment for an intake interview as soon as possible and within 10 calendar days.

The confidential counsellor does not provide long-term counselling or crisis accommodation. For this purpose he/she refers to specialised services.

The **intake interview** has the following objectives:

- A listening ear
- Identifying the situation
- Providing information and possibly recommending referral
- Identifying possible interventions:
 - o The reporter himself/herself speaks to the person who committed the IB
 - o The confidential counsellor contacts the person who committed the IB (only after approval by the reporter)
 - o There is no further action (report without further intervention)

At the request of the reporter, **mediation** can be initiated. The behaviour reported by a student may be related to a fellow student or a staff member. The approach is differentiated depending on whether it concerns a fellow student or a staff member.

- 1) **IB done by a student:** mediation starts with an interview with the student concerned, whether or not together with the reporter. If it appears from the conversation that the perpetrator behaved in a way that is serious enough to give rise to the initiation of disciplinary proceedings, the file is submitted by the confidential counsellor to the president of EhB and the director of academic affairs.
If there is a report of behaviour that can be sanctioned through a disciplinary procedure for students, but the reporting party does not give permission to take further steps, a file is never submitted. The confidential advisor treats all reports in confidence and will only take further steps if the reporter gives permission.

- 2) **IB done by a staff member:** mediation starts with an interview with the staff member concerned, whether or not together with the reporter. If the interview reveals that the perpetrator behaved in a way that is serious enough to give rise to disciplinary proceedings, the file is submitted by the confidential counsellor to the president of EhB (for staff members not assigned to a department) or to the director of the department (for staff members assigned to a department).

If there is a report of behaviour that can be sanctioned through a disciplinary procedure for students, but the reporter does not give permission to take further steps, a file is never submitted. The confidential counsellor treats all reports in confidence and can only take further steps if the reporter gives permission.

3.3. Referral and/or Follow-up

The confidential counsellor provides information on and, if necessary, refers people to available internal or external assistance services. Referral to a CAW or JAC will, in the first instance, always be to CAW Brussels. If desired, an appointment can also be made with a CAW in the place of residence of the reporter. Who makes the appointment (student or counsellor) depends on the wishes of the student.

The confidential counsellor will not request information about the status of the file from external or internal assistance services. Moreover, professional aid services will never be able to answer such a question in view of their professional secrecy. After the file has been closed, the confidential counsellor asks the reporter once about the state of affairs. The reporter, if desired, can of course contact the confidential counsellor again and again on his or her own initiative. In order to be able to refer people efficiently and in a targeted manner, a social map of Brussels is being drawn up together with the Personnel Department. This map is then made available and explained to all internal guidance services.