

# Guidelines for contact persons

## for initial interviews in cases of discrimination

### What to do?

#### I. Consideration of fundamental aspects of counselling

- Investigation of the concern, collection and structuring of information
- Maintaining confidentiality: No names or information are passed on without the consent of the person seeking advice
- No action without the consent of the person seeking advice or clear agreement with a mandate to act
- Economical collection of necessary data according to the General Data Protection Regulation
- Exploration of options for action, support instead of action, encouraging (empowerment)
- If you are not sure, you can seek advice yourself from the internal counselling centres

#### II. Collection and structuring information on the discrimination situation

- What exactly happened?
- What is the background?
- What are the indications or suspicions?
- What has already been done?
- What does the person seeking advice want?
- How is discrimination identified?
- Who was involved?
- Who can confirm the statement?
- Who else is involved as support?
- What would improve the acute situation?
- What does the person seeking advice want to avoid in any case?

(Cf. Directive on Discrimination, Sexualised Violence and Bullying at University of Cologne)

#### III. Possible actions and support offers

- Can joint strategies for actions be developed? What possibilities exist in your range of action?
- Would it be important for you or others to document something for further handling of the case?
- Would it be helpful to arrange further meetings?
- Is it possible for you to hear or involve other parties at this stage?
- Possibly: Involve your nearest supervisor. This should only be done with the consent of the person seeking advice. (see A)
- Possibly: Referral to other authorities or initiation of a formal procedure (see B)

#### A: If a solution does not seem possible in your own field, refer the case to counselling centres in accordance with § 7 of the Directive:

- How can you refer?
- Information on the possibility of counselling
- Establishment of a binding contact
- Handover talk
- Cooperation in concrete consulting cases
- What can you provide to those seeking advice?
- Contact details, address
- Invitation to come back
- Orientation and confidence
- Names of concrete contact persons

#### B: If requested by those seeking advice: Support during the complaint procedure (according to § 8 of the Directive)

The **complaint offices** provide information on the progress of the procedure and receive written statements from those seeking advice. The statement is examined and other parties involved are heard on the facts of the case. If necessary, the Human Resources Department, the Student Affairs Department or the Office of the Legal Advisor are then recommended to the decision-makers to take measures to resolve the problem. If requested by those seeking advice, counselling centres can accompany them during the complaint procedure.

All persons with teaching and management functions are responsible for a respectful and appreciative atmosphere in their work area.

[Cf. Antidiscrimination Directive of the University of Cologne](#)

The "[Cf. Antidiscrimination Directive of the University of Cologne](#)" provides helpful information and gives concrete contact persons

“What to do in case of discrimination?”

<https://uni.koeln/JHMR9>

List of counselling and contact points: <https://vielfalt.uni-koeln.de/en/counselling-centres>