

Counselling Guide for Contact Persons in cases of disadvantage, discrimination, sexualized violence and bullying

According to § 7 of the Guideline for Respectful Cooperation and Protection against Discrimination, Sexualized Violence and Bullying at Paderborn University, affected persons have the right to confidential counselling and support at Paderborn University and/or to file an official complaint with the Complaints Office.

The Equal Opportunity Office of Paderborn University has created a counselling guide for (first-time) counselors. Based on guiding questions, central information can be gathered and an (initial) conversation can be conducted.¹ The counseling aims at clarifying the situation, providing information about relevant support services and, if necessary, raising a complaint. In any case, strict confidentiality must be ensured.

What to do?

1. Attention to basic aspects of consulting

- Assure confidentiality and data protection
- Accompaniment instead of action
- No action without consent
- Encourage, strengthen those seeking advice, empowerment
- In case of uncertainty, seek advice yourself (see [list of possible contacts](#)).

2. Collection and structuring of information on the incident

- Exploration of the concern/expectations
- Collection and recording of central information
- Ask the person concerned to write a memory log (see example)

3. Options for action and offers of support

- Focus on personal processing and/or dealing with responsible parties
- Inform about the Guideline for Respectful Cooperation at UPB.
- Which strategies can be developed? What possibilities exist?
Mediation meeting? File a complaint?
- Is it possible to listen to/involve other involved persons?
- Is it possible/necessary to involve the next superior? Note: According to § 7 of the guideline, official channels do not have to be followed.
- Does a solution in your own area not seem possible?
 - Is it possible to refer to another office/person according to § 8 of the guideline? Provide information on (external) counseling options, establish contact/handover meeting/cooperation, if necessary.
 - Provide contact information/names and addresses to those seeking advice, give confidence and direction, an invitation to come back.
 - If requested, accompaniment during a formal complaint procedure according to § 9 of the guideline.

All data must be kept confidential, logs must be kept secure and inaccessible to third parties, no further action without consent.

¹ The template is based on an [example](#) provided by the Federal Anti-Discrimination Agency.

General Information

Protocol created by: (name, contact information, status at UPB, area of work or study)	
Protocol created on: (date)	

Contact established by: (if not by the concerned person itself)	
Person(s) concerned:	
Phone/ Email:	
Status at UPB: (employee, student, guest, etc.)	
Work or study area: (program, faculty, department, etc.)	

Incident Details

When did the incident happen?

(date, if possible also the exact time)

Where did the incident happen?

(describe the location or context as accurately as possible (e.g., class, face-to-face, on campus, phone call, email, social media, etc.))

From whom did the discrimination/disadvantage/harassment/violence originate?

(e.g. supervisor, colleague, lecturer, fellow student)

What exactly happened?

(write down the incident in chronological order as detailed as possible)

What are the grounds for discrimination?

(age, gender, sexual identity, sexual orientation, religion, social status, disability/chronic illness, ethnic origin, racism, nationality).

Who else was involved? Who can testify to what happened?

(if necessary also indicate name and contact possibility)

What evidence is there?

Have steps/measures already been taken? If yes, which ones and by whom?

(e.g. use of counseling services, medical examination in the case of forms of bodily injury, filing of charges, legal counseling)

Information on the Further Procedure

What further steps and measures should be taken?

What support do you want? From whom? What would improve the situation?

What should not happen under any circumstances?

Other notes