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Guidelines for reporting unacceptable behavior

This document, that contains guidelines for reporting and complaint channels in the event of unacceptable behavior, is a part of the work by the Royal Academy of Music (RAMA) to ensure a safe and inclusive study environment and can be read in the context of RAMA's Code of Conduct.

RAMA expects that all teaching and collaboration takes place through a proper and constructive approach to the community at the institution. Therefore, the behavior in all collaborative relations at RAMA must, accordingly, be based on a respectful and equal relationship among the employees as well as the students. In asymmetric power relations, such as teacher-student and manager-employee, there is a special responsibility to avoid abuse of power. RAMA expects all managers, employees, students and guests at the institution collaborate based on these considerations.

It must always be accepted when students or employees say no to unacceptable behavior, even if you believe that your behavior is innocent.

Unacceptable behavior

Unacceptable behavior can take many forms, including bullying, stigmatization, harassment, sexual harassment, violence or threats. It is unacceptable behavior when one or more people rudely and/or multiple times expose other individuals to actions which by these individuals are perceived as degrading, abusive or offensive. In every situation where it must be assessed whether the behavior is unacceptable, it is therefore based both on the personal perception of the behavior and on an assessment of the severity and frequency of the actions. An assessment will take place based on these two factors.

The following are non-exhaustive examples of this behavior:

Examples of abusive behavior: unwanted touches, unwanted requests for sexual contact and indecent jokes/commentaries.

Examples of offensive behavior: being made fun of, slander, denigration, unnecessary sexualizing language or deprivation of responsibilities without a professional justification.

Offensive behavior can also be the following: denigration on basis of race, religion or faith, political stances, sexuality, gender identity, age, disability, social background or ethnical heritage.

Handling of unacceptable behavior

If you experience unacceptable behavior, you should, in situations where it is possible, aim for dialogue about the occurred incident. If this is not possible, you must make contact via relevant channels which are presented below. It is an advantage to react quickly to the incident, but it is always possible to bring up the issue later.

All inquiries about unacceptable behavior are handled with seriousness and discretion by both the management, representatives, and other involved parties. It is of highest priority to ensure that the issue, the abused and one's/their colleagues/fellow students are taken care of, and that constructive and solution-oriented work is being done regarding the issue. It's the responsibility of the management (principal, vice-principal, or head of the administration to find out, assess and potentially impose sanctions in relation to issues where this is relevant. In serious cases it is also the management's responsibility to make sure that an objective and independent person conducts the investigation where this is deemed relevant.

It is always possible to bring an internal or external observer when it comes to inquiries and dialogue about offensive behavior. It can be fellow students, mediators, colleagues, teachers, study counselors or similar.

Outlined process for incidents of abuse:

1. Contact, optionally, a study counselor (if you are a student) or the staff representative, a working environment representative or a management person (if you are an employee) for a pre-consultation and map the process. In this dialogue you are ensured anonymity, and it can help clarifying the further process if you want to proceed with a formal inquiry/complaint. If you report something criminal, the staff is always obliged to contact the police.
2. If you decide to proceed with your issue, you can, possibly with support from an observer, get in touch with the management (rectorate or head of study). You can also seek help and support for your inquiry via external channels (see below).
3. When a formal complaint about the incident has been filed, you are guaranteed discretion, but not full anonymity, as otherwise, the issue could not be handled with respect for all parties. This is because at this point there will be a hearing of all parts.
4. The management assesses and imposes possible necessary sanctions. In milder cases there may be talks about a reprimand or a warning with a reminder that if it happens again, it can lead to expulsion or another relevant sanction.
5. After the case has been handled by the management all parts will get notified about the end of the process.

The Ministry of Cultures Whistleblower Scheme

RAMA is a part of the Whistleblower Scheme of The Ministry of Culture, and you can use it, if you are an employee, student or business partner and experience objectionable conditions at the institution. Read more about the Whistleblower Scheme on the intranet:

<https://intranet.musikkons.dk/praktisk-info/whistleblowerordning/>

Tal Trygt! (Safe Talk)

Tal Trygt! is an anonymous counseling service via Studenterrådgivningen (The Student Counseling Service) targeted at students who has experienced abusive incidents. In addition to counseling, the association allows you to get an external observer.

<https://srg.dk/da/book/saertilbud/tal-trygt/>

Studenterrådgivningen: +45 70 26 75 00 or odn@srg.dk

Reporting lines for students

If you, as a student, have been exposed to or have been a witness to unacceptable behavior at RAMA, you can contact the listed below. If you do not know which of the listed you should contact or want to know more about the reporting lines, you can always talk to the study counselors.

- Study counselors
- The principal, the head of the administration or the vice-principal
- The heads of the studies
- Teachers
- External channels, for example *Tal Trygt!* (look above)

Reporting lines for employees

If you, as an employee at RAMA, experience or have been a witness to unacceptable behavior, you can contact:

- Your staff representative
- Your immediate manager
- A colleague
- Other managers, for example the head of the administration or the principal
- Working environment representatives

Have been processed by Arbejdsmiljøudvalget, K-rådet, Studenterråd and management autumn 2023 and finally confirmed january 2024.