

Confidential Contact Person Tilburg University



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This document captures the policy framework, the tasks, principles and workflow a confidential contact person from Tilburg University is obliged to work with within D.S.A. Pattern.

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Why do we have a CCP?

The CCP is, in the field of social safety, the connecting factor between the Association and the confidential counsellors for undesirable behaviour within Tilburg University. This means that the CCP is sufficiently visible within the Association and that the tasks, powers and responsibilities of this person are clearly written in this document.

Policy Framework

Domain: The confidential contact person (CCP) is the point of contact within D.S.A. Pattern for anyone who is confronted with transgressive behaviour or wants confidentiality to discuss an incident.

The appointment of a CCP is the choice and responsibility of the Board which announces this during the General Members Meeting (GMM).

To guarantee the independence of the CCP as much as possible, also in view of the power relations that can arise between the Board and the Members, a CCP is preferably a non-Board Member.

The CCP has preferably been a Member of the Association for at least 1 year. If several CCP's are appointed, it is recommended to consider the diversity of the Members of the Association in these appointments (such as gender and nationality). A CCP is appointed for a minimum of 1 year and if possible for 2 years.

Tasks of a CCP

The CCP:

- provides shelter, guidance, advice and, if necessary, arranges aftercare.
- provides information about what steps a reporter can take to solve the problem (such as filing a formal complaint or referring to professional care providers inside or outside Tilburg University).
- operates independently of the Board, but does have a direct one-line to the responsible person of the Board (Board Member with the portfolio CCP).

- performs their tasks independently and maintains regular contact with the Board and the Tilburg University confidential adviser.
- acts as a point of contact for Members who are confronted with undesirable behaviour.
- takes care of welcoming Members, informing them about possibilities, and the guide and referring Members to report inappropriate behaviour towards confidential counsellors of Tilburg University.
- treats every report confidentially. Reports are not discussed with third parties, therefore not with Board Members. This is only possible with the express permission of the reporter if they deviate from this.
- does not perform any actions on behalf of the reporter without consulting the relevant reporter.
- is prepared to participate in training modules that promote expertise and participate in peer consultations with the other CCP's. For all these activities, the confidentiality of casuistry must be guarded at all times (duty of confidentiality).
- can always ask for advice from Tilburg's confidential adviser on undesirable behaviour. They will do this without disclosing the identity of the reporter unless the reporter has given permission for this.
- encourages the Members and the Board to take preventive measures regarding undesirable behaviour, such as awareness campaigns and information activities.

Principles

The CCP has a duty of confidentiality. The conversations that the CCP conducts are confidential. For example, information cannot be given to other Members. The duty of confidentiality is only allowed in exceptional situations due to greater interests sometimes being broken against the reporter's will (e.g.: if there is a serious criminal offence or a very unsafe situation).

The CCP can consult internal or external confidential advisers of the university, especially in serious situations or incidents. The CCP has a low threshold, is visible and can be reached via email, mobile phone, chat and WhatsApp.

The Board ensures that the position of a CCP is known among the Members of the Association and Tilburg University. For example, at the start of a Membership, an oral introduction or in writing (+ photo) to provide information about the function of the CCP.

Workflow

The CCP ensures a careful and secure way of storing information about notifications. This information is not kept longer than for the treatment of a matter that is necessary and will then be destroyed. This is determined and done by the CCP and the reporter together. The CCP ensures that the privacy of all parties involved is always protected. Thus a defendant has the right to confidentiality (insofar as this is possible) and careful therapy.