

APPENDIX: OPERATING MODEL TO PREVENT INAPPROPRIATE TREATMENT AND HARASSMENT AT UEF

1. What is inappropriate treatment?

Members of the university community must act appropriately towards each other and avoid inappropriate treatment and harassment. Everyone bears responsibility for their own activities to ensure that everyone has a safe and comfortable study or work environment. Students must follow the regulations and instructions issued by the university, individual teachers and the administrative staff regarding their studies. In turn, the staff must comply with the regulations and instructions of the university and their unit. The relationship between a teacher and a student includes, for example, the exercise of power in terms of guidance, counselling and teaching. However, any abuse of power is prohibited.

Members of the community must demonstrate through their attitudes and actions that inappropriate treatment of any kind is not tolerated in the community. Everyone bears responsibility for the community's operating culture.

Inappropriate treatment is unacceptable. Inappropriate treatment is repetitive behavior, such as bullying, harassment, nullification or another form of negative behavior. Inappropriate treatment can take place between colleagues, an immediate superior and an employee, a teacher and a student, or between fellow students.

The right to a safe work environment free of harassment, discrimination and bullying is based on the Employment Contracts Act, the Occupational Safety and Health Act, the Non-Discrimination Act and the Act on Equality between Women and Men.

Students' right to a safe study environment free of harassment, discrimination and bullying is based on the Universities Act, the Non-Discrimination Act and the Act on Equality between Women and Men.

2. Key concepts

Bullying is repeated mistreatment of another person, i.e. acts or behavior contrary to the law or good practice. There is no precise definition for the term 'bullying'. Bullying manifests itself, for example, in humiliating, insulting, spreading false information, tarnishing and isolating a person, and ridiculing one's reputation. Bullying can also manifest itself in situations where a person is not assigned work duties. Bullying is often repeated, systematic and habitual.

Harassment is a conduct that intentionally or actually violates the dignity of a person where the abusive behavior is related to age, language, beliefs, religion, state of health or other personal characteristics, and creates an atmosphere that demeans or humiliates the person or threatens them by creating a hostile or offensive atmosphere. Harassment is often systematic, repetitive and oppressive. Racist jokes or name-calling of a colleague or a fellow student who belongs to a sexual minority are examples of harassment.

Gender-based harassment refers to unwanted conduct related to gender, gender identity or gender expression that intentionally or actually violates a person's psychological or physical integrity and creates an intimidating, hostile, degrading, humiliating or offensive atmosphere. Gender-based harassment is not necessarily sexual in nature.

Sexual harassment refers to unwanted verbal, non-verbal, or physical behavior of a sexual nature. The conduct intentionally or actually violates the psychological or physical integrity of a person, creating an intimidating, hostile, degrading, humiliating or offensive atmosphere. Sexual harassment includes implications, touching, double-minded remarks, sexual comments and messages, suggestions and situations in which a person's right to sexual self-determination is violated.

Discrimination means treating a person or group of people in the same position differently from the others based on age, origin, nationality, language, religion, beliefs, opinion, political activity, trade union activity, family relationships, state of health, disability, sexual orientation or other personal characteristics without a valid reason. Indirect discrimination occurs when an apparently neutral course of actions puts certain individuals at a disadvantage compared to others.

Gender-based discrimination refers to placing persons in different positions based on gender, and discrimination based on gender identity or gender expression.

An individual's threatening behavior along with persecution is always inappropriate. Inappropriate treatment can also be **racism**. Racism can take the form of discrimination, belittling or disrespectful speech or wording or hateful acts.

Targeted harassment (doxing) is a phenomenon in which one or more actors incite a large group to attack a person in various ways by sending hate messages via email or social media, for instance. Targeted harassment can manifest itself as direct or indirect threats, or in the form of digging up and misrepresenting information about a person's private life.

Inappropriate behavior can occur in human interaction. Such situations include teaching on campus or off-campus, distance learning, as well as various formal and informal encounters at work. Inappropriate behavior can also manifest itself in the inappropriate treatment of another individual in situations where the person is not present. Harassment and bullying of an individual in the university's various communication channels and learning environments, as well as on social media platforms outside the university, constitute inappropriate behavior.

NB! Some forms of inappropriate treatment mentioned above can also constitute an offence. Such acts include sexual harassment, dissemination of information that violates private life, defamation and stalking, for instance. In such cases, you should turn to the police.

Occasional disagreements do not constitute harassment or inappropriate treatment. NB! This is not bullying:

- strong difference of opinion on an academic subject and academic debate
- when conflicts arise over decisions or interpretations related to work or studies
- when the employer makes objective and justifiable use of their right to manage work
- when dealing with problems related to a task or work division between staff members
- when the immediate superior directs the employee to an assessment of work ability
- when work tasks are changed and changes have been discussed with the employee
- when a study attainment is evaluated, and appropriate but corrective feedback is given
- when the university objectively and justifiably instructs the student on appropriate behavior or exercises its disciplinary authority over the student

'Student' refers to all students present who have the right to study leading to an undergraduate or postgraduate degree. The operating model in the teacher training school's own student well-being plan are applied to comprehensive school and upper secondary school pupils at the University of Eastern Finland's teacher training school. 'Student' also refers to students who hold other rights to study at the University of Eastern Finland, such as open university students and those studying at UEF with a separate right to study. If the student has an employment relationship with the university, the incident falls under the employment law as well as the corresponding UEF instructions for the employees. The position of a doctoral researcher is structured as an employee if the doctoral researcher is in an employment relationship with the university and

acts in an employee role in a situation related to inappropriate treatment. The staff includes persons who have a valid employment contract with the university.

3. Inappropriate treatment in different situations

3.1 Inappropriate treatment between a student and an employee

Introduction

Incidents involving inappropriate behavior differ from each other, which is why the university's operating model is flexible, and the situation at hand is taken into consideration. The position of the individual must be taken into account in each process, as well as the equal treatment of all parties involved. Both the person subjected to inappropriate treatment and the person suspected of the activity have the right to use a support person of their choice. For students, the university's or student union's anti-harassment contact person is the right actor at all stages of the process, whereas employees can contact an anti-harassment contact person, an occupational health and safety delegate of the university, or an employee's representative.

The university's jurisdiction over bullying is limited to situations related to studying and completing studies, as well as activities related to study or work environments.

As an employer, the university has an obligation to intervene in cases where work harms or endangers an employee's health, similarly, the university is obliged to intervene in harassment cases after being informed of them.

If you are treated inappropriately

If you are treated inappropriately, notify the bully or harasser immediately that you do not approve of their actions and ask them to stop. If you do not dare to tell the bully/harasser about the matter, you can contact the head of the unit or the immediate superior of the person you consider to be the bully.

It is recommended that the time and place of the incident be recorded. Similarly, it is recommended to keep emails, social media posts and other materials in written or image form. The bully or harasser cannot be held accountable unless the incidents can be verified.

If you are a student and if the inappropriate behavior continues, contact the university's or student union's anti-harassment contact person, or the university's contact person for gender equality and equal opportunities. You can also contact the head of the unit. Contact can be done by calling, on-site visit or sending an email. The report can be free-form or you can file it using the notification to the employer regarding a matter involving harassment or inappropriate behavior.

If you are an employee and if the inappropriate behavior continues, contact your immediate

superior and report the incident. You can also contact the head of the unit. Contact can be done by calling, on-site visit or sending an email. The report can be free-form or you can file it using the notification to the employer regarding a matter involving harassment or inappropriate behavior. Support and advice may be obtained from an anti-harassment contact person, an occupational health and safety delegate (in cases where the employee is subjected to harassment), an employee's representative or a contact person for gender equality and equal opportunities. In the notification, identify the events and present any related documentation. Once you have reported your experience of inappropriate treatment, your participation in the case is usually necessary. If you do not participate in the proceedings, the case will lapse.

The head of the unit whose employee or student has been reported is responsible for handling the reports on inappropriate behavior, harassment and discrimination. The head of the unit shall find out what has happened, what the parties' perception of the incident is and ensure that the views expressed are recorded.

If necessary, the incident can be investigated together with the unit's key actors and in cooperation with the FSHS, occupational health care and study psychologists, for instance.

After clarifying the situation and examining the sequence of events, an attempt will be made to mediate. The head of the unit is responsible for determining whether it is possible to arrange a discussion between the parties. The meeting will be arranged in the manner deemed appropriate by the head of the unit. Before the joint discussion, it may be necessary for the head of the unit to discuss with the parties separately. If necessary, the parties' support persons and representatives of student health care can participate in the joint discussion. It will be agreed during the discussion on how to proceed in the future. The meeting is subject to a memorandum and the possible follow-up – when and how – is recorded.

The parties do not always wish to participate in a joint discussion aimed at mediating the matter. Even then, the head of the unit must agree between the parties on how the parties will act in the future and how the situation will be monitored. This shall be recorded and communicated to the parties.

If the matter is about a student's inappropriate behavior towards a teacher or a staff member during teaching, the teacher has the duty to ensure peace at work. The teacher may order the student to leave the facility, and the student's right to study may be revoked for up to three days. In addition, the student may be subject to disciplinary action: a written warning and temporary dismissal.

The head of the unit must take a neutral approach to any person who feel they have been treated inappropriately.

Duties of the head of unit in harassment cases

The head of the unit whose employee or student (including degree, doctoral and exchange students) has been reported is responsible for handling the reports on inappropriate treatment, harassment and discrimination. The head of the unit shall ensure that all necessary information is recorded: what has happened, the parties' perception of the events, and the views expressed. In addition, your task is to draw conclusions and decisions about the necessary measures and monitor their implementation. The head of the unit also makes sure that the actions are recorded.

The person subjected to harassment will contact you by calling, on-site visit or sending an email. The notification is typically free-form.

Let the whistleblower know that they have a responsibility to immediately inform the bully or harasser that they do not approve of the actions of the other person and ask them to stop. Sometimes, however, the whistleblower does not dare to raise the issue with the person they perceive as a bully. Ask the whistleblower to identify the events (what happened, the time and place of the incident) and provide any documentation that may be involved. Advise the whistleblower to keep emails, social media posts and other material in written or image form. The bully/harasser cannot be held accountable unless the events can be verified.

Inform the whistleblower that they must participate in the processing of the matter. Without the participation of the whistleblower, it is difficult to proceed with the case. If the whistleblower does not participate in the proceedings, the case will lapse.

Incidents involving inappropriate treatment can be very different from each other. In the event of serious harassment, and especially if the situation involves criminal dimensions, the head of the unit should seek support in investigating the matter from human resources services and/or legal services as early as possible.

If necessary, the situation can be investigated together with the unit's key actors (e.g. head of unit, deputy head responsible for education) and with cooperative actors, such as the FSHS, occupational health care and study psychologists.

The parties always have the right to use support person(s). These support persons for students include the university's anti-harassment contact person, contact person for gender equality and equal opportunities and the student union's anti-harassment contact person. Support persons

for employees include the university's anti-harassment contact person, occupational health and safety delegate (if the employee is subjected to harassment), employee's representative or a contact person for gender equality and equal opportunities. The support person can also be someone else requested by the party. The person's right to use a support person must be informed in advance.

After clarifying the situation and examining the sequence of events, an attempt will be made to mediate. The head of the unit is responsible for determining whether it is possible to arrange a discussion between the parties. The meeting will be arranged in the manner deemed appropriate by the head of the unit. Before a joint discussion, it may be necessary for the head of the unit to discuss with the parties separately. If necessary, the parties' support persons and a representative of student health care, for instance, can participate in the joint discussion. It will be agreed during the discussion on how to proceed in the future. The meeting is subject to a memorandum and the possible follow-up – when and how – is recorded.

The parties do not always wish to participate in a joint discussion aimed at mediating the matter. Even then, the head of the unit must agree between the parties on how the parties will act in the future and how the situation will be monitored. This shall be recorded and communicated to the parties involved.

As the head of the unit, you have the right to prohibit any inappropriate behavior. Clearly state that such behavior is unacceptable. If inappropriate treatment is related to a student's activities, you can transfer the case to the faculty for disciplinary action, if necessary.

If the matter is about a student's inappropriate behavior towards a teacher or a staff member during teaching, the teacher has the duty to ensure peace at work. The teacher may order the student to leave the facility, and the student's right to study may be revoked for up to three days. In addition, the student may be subject to disciplinary action: a written warning and temporary dismissal. If the situation requires contacting the police, it is recommended to talk to the legal services first.

You will receive support and advice from the faculty's executive head of administration, the occupational health and safety manager (when the suspect of harassment is an employee), the head of student services in the faculty (when the suspect of harassment is a student), and the university's legal services.

The head of the unit must take a neutral approach to any person who feel they have been treated inappropriately.

3.2 Inappropriate treatment between students

Introduction

Incidents involving inappropriate behavior differ from each other, which is why the university's operating model is flexible and the situation at hand is taken into consideration. In the event of serious harassment, and especially if the situation involves criminal dimensions, the head of the unit should seek support in investigating the matter from human resources services and/or legal services as early as possible.

The position of the individual must be taken into account in each process, as well as the equal treatment of all parties involved. Both the person subjected to inappropriate treatment and the person suspected of the activity have the right to use a support person of their choice, such as the university's or student union's anti-harassment contact person at all stages of the process.

The university's jurisdiction over bullying is limited to situations related to studying and completing studies, as well as activities related to study or work environments. Inappropriate behavior can also be related to situations that are not directly related to teaching, however, such incidents may have an impact on teaching. Such incidents may be related to social media or student interaction at student events. In such cases, the university does not have the authority to take disciplinary action, and the university cannot oblige the student to participate in proceedings. However, to ensure a peaceful study environment, it may be appropriate to bring up a student's problematic behavior by the staff.

If you are treated inappropriately

If you are treated inappropriately, notify the bully or harasser immediately that you do not approve of their actions and ask them to stop. If you do not dare to tell the bully/harasser about the matter, you can contact the head of the unit or the immediate superior of the person you consider to be the bully.

It is recommended that the time and place of the incident be recorded. Similarly, it is recommended to keep emails, social media posts and other materials in written or image form. The bully or harasser cannot be held accountable unless the incidents can be verified.

If you are a student and if the inappropriate behavior continues, contact the university's or student union's anti-harassment contact person, or the contact person for gender equality and equal opportunities. You can also contact the head of the unit. Contact can be done by calling, on-site visit or sending an email. The report can be free-form or you can file it using the notification to the employer regarding a matter involving harassment or inappropriate behavior.

In the notification, identify the events and present any related documentation. Once you have reported your experience of inappropriate treatment, your participation in the case is usually necessary. If you do not participate in the proceedings, the case will lapse.

The head of the unit whose student has been reported is responsible for handling the reports on inappropriate behavior, harassment and discrimination. The head of the unit shall find out what has happened, what the parties' perception of the incident is and ensure that the views expressed are recorded.

If necessary, the situation can be investigated together with the unit's key actors and in cooperation with the FSHS and study psychologists, for instance.

After clarifying the situation and examining the sequence of events, an attempt will be made to mediate. The head of the unit is responsible for determining whether it is possible to arrange a discussion between the parties. The meeting will be arranged in the manner deemed appropriate by the head of the unit. Before a joint discussion, it may be necessary for the head of the unit to discuss with the parties separately. If necessary, the parties' support persons and a representative of student health care can participate in the joint discussion. It will be agreed during the discussion on how to proceed in the future. The meeting is subject to a memorandum and the possible follow-up – when and how – is recorded.

The parties do not always wish to participate in a joint discussion aimed at mediating the matter. Even then, the head of the unit must agree between the parties on how the parties will act in the future and how the situation will be monitored. This shall be recorded and communicated to the parties.

If the inappropriate activity is serious or continues after the discussion, disciplinary measures will be taken in accordance with the Universities Act (written warning and temporary dismissal). If the situation requires contacting the police, it is recommended to talk to the legal services first.

The head of the unit must take a neutral approach to any person who feel they have been treated inappropriately. Support and advice may be obtained from the student union's anti-harassment contact person and/or the university's contact person for gender equality and equal opportunities during the process.

Duties of the head of unit in harassment cases

The head of the unit whose employee or student (including degree, doctoral and exchange students) has been reported is responsible for handling these reports on inappropriate treatment, harassment and discrimination. The head of the unit shall ensure that all necessary information

is recorded: what has happened, the parties' perception of the events, and the views expressed. In addition, your task is to draw conclusions and decisions about the necessary measures and monitor their implementation. The head of the unit also makes sure that the actions are recorded.

The person subjected to harassment will contact you by calling, on-site visit or sending an email. The notification is typically free-form.

Let the whistleblower know that they have a responsibility to immediately inform the bully or harasser that they do not approve of the actions of the other person and ask them to stop. Sometimes, however, the whistleblower does not dare to raise the issue with the person they perceive as a bully. Ask the whistleblower to identify the events (what happened, the time and place of the incident) and provide any documentation that may be involved.

Advise the whistleblower to keep emails, social media posts and other material in written or image form. The bully/harasser cannot be held accountable unless the events can be verified.

Inform the whistleblower that they must participate in the processing of the matter. Without the participation of the whistleblower, it is difficult to proceed with the case. If the whistleblower does not participate in the proceedings, the case will usually lapse.

Incidents including inappropriate treatment vary a lot. In the event of serious harassment, and especially if the situation involves criminal dimensions, the head of the unit should seek support in investigating the matter from human resources services and/or legal services as early as possible.

The case can be investigated together with the unit's key actors in cooperation with the FSHS and study psychologists, if necessary.

The parties always have the right to use a support person. These support persons for students include the university's anti-harassment contact person, contact person for gender equality and equal opportunities and the student union's anti-harassment contact person. Students also have the right to use another support person of their choice. The student must be informed in advance of their right to use a support person.

After clarifying the situation and examining the sequence of events, an attempt will be made to mediate. The head of the unit is responsible for determining whether it is possible to arrange a discussion between the parties. The meeting will be arranged in the manner deemed appropriate by the head of the unit. Before a joint discussion, it may be necessary for the head of the unit to discuss with the parties separately. If necessary, the parties' support persons and a

representative of student health care can participate in the joint discussion. It will be agreed during the discussion on how to proceed in the future. The meeting is subject to a memorandum and the possible follow-up – when and how – is recorded.

The parties do not always wish to participate in a joint discussion aimed at mediating the matter. Even then, the head of the unit must agree between the parties on how the parties will act in the future and how the situation will be monitored. This shall be recorded and communicated to the parties.

If inappropriate behavior has taken place, you as the head of the unit have the right to prohibit such behavior. Clearly state that such behavior is unacceptable. If necessary, you can transfer the case to the faculty for disciplinary action.

If the matter is about a student's inappropriate behavior towards a teacher or a staff member during teaching, the teacher has the duty to ensure peace at work. The teacher may order the student to leave the facility, and the student's right to study may be revoked for up to three days. In addition, the student may be subject to disciplinary action: a written warning and temporary dismissal. If the situation requires contacting the police, it is recommended to talk to the legal services first.

You will receive support and advice from the faculty's executive head of administration, the occupational health and safety manager (when the suspect of harassment is an employee), the head of student services in the faculty (when the suspect of harassment is a student), and the university's legal services.

The head of the unit must take a neutral approach to any person who feel they have been treated inappropriately.

3.3 Inappropriate treatment between staff members

The personnel's right to a safe work environment free from harassment, discrimination and bullying is based on the Employment Contracts Act, the Non-discrimination Act and the Equality Act. In addition, the Occupational Safety and Health Act obliges the university as an employer to ensure safety and health at work, and superiors to intervene promptly in cases of inappropriate treatment at the workplace.

Appropriate behavior at work

Appropriate behavior at work is behavior that supports work, smooth cooperation between staff, as well as well-being and enjoyment at work for the members of the work community.

Appropriate work behavior is based on everyday good manners, such as greeting, thanking and, where necessary, apologizing. This kind of approach supports work, smooth cooperation between staff, as well as well-being for the members of the work community.

The university employs different kinds of people whose views and behaviors differ from each other. Cooperation runs smoothly when people value each other and can openly express their opinions, as well as question issues, bring up problems and be critical. In a functional work community, tensions caused by different views and conflicts are not allowed to jeopardize cooperative relationships. With the help of a professional attitude, the community fully utilizes people's differences, competence and creativity.

Members of the university community must act appropriately, and avoid inappropriate treatment and harassment directed at others. Everyone bears responsibility for their own activities to ensure that everyone has a safe and good study and work environment. In addition, each employee must comply with the regulations and instructions of the university and their own unit. All members of the university community must demonstrate through their attitudes and actions that inappropriate treatment is not tolerated in the community. Everyone bears responsibility for the university's organizational culture.

Conflicts between staff members

Work-related issues, such as plans and decisions and their interpretations, can create conflicts which may cause the parties involved to feel insecure and anxious. Sometimes conflicts in the work community may leave a member of the work community feeling s/he has been treated inappropriately. This, in turn, may cause a wide range of stress symptoms or well-being problems, such as difficulty to concentrate, sleep problems, anxiety or depression. Therefore, it is important that problems are solved as soon as possible, without looking for any culprits, so that peace is restored in the community and the working capacity of the parties is preserved.

Bullying prevention

The best way to reduce workplace bullying and inappropriate treatment is to ensure the functionality of the work community and the openness of discussion. Regular work meetings, development discussions, orientation of new staff members to the community, as well as active communication promote the functionality of the work community. When the work community follows **the early intervention/early support model**, the superior shall bring up any shortcomings or concerns s/he has been told in advance.

What is inappropriate treatment?

Inappropriate treatment is intentional in the form of bullying, harassment, nullification or other negative behavior. Inappropriate treatment can take place between colleagues or between superiors and employees.

NB! Harassment or other forms of inappropriate treatment do not include objective decisions made by the employer's representatives within the scope of their competence. Occasional disagreements that arise at the workplace are also not harassment nor inappropriate treatment. Please see the specifications at the beginning of this document (pages 2-3).

Detailed instructions

According to the Occupational Safety and Health Act, an employer has the duty to act if harassment or inappropriate treatment is even suspected at the workplace.

Bullying and harassment between staff members is handled by the (immediate) superior, who has the responsibility and obligation to intervene immediately after receiving information about such incidents. The Executive Head of Administration in the Faculty and the immediate superior at the University Services take care of practicalities in processing the case. The occupational safety and health organization as well as the university's human resources provide support and advice upon request.

- An employee who has experienced bullying and/or harassment, or another person who has been informed of it, will contact the (immediate) superior of the suspected bully.
- If the suspected bully is an immediate superior, the matter is raised with their superior.
- If the employee does not want to be in contact with the persons mentioned above, s/he can contact the Occupational Health and Safety Manager or the Director of Human Resources and Staff Well-Being.
- You may also submit a notification to the employer about an incident involving harassment or inappropriate behavior, available in Heimo, and send a written copy to the UEF Registry Office.

The head of the unit or the (immediate) superior is responsible for initiating, coordinating and monitoring the process. First, the superior hears both parties separately and impartially, and examines the sequence of events. After that, s/he invites the parties to a meeting, where a memorandum is prepared. During the discussions, measures and follow-up are also agreed upon, and are documented in the memorandum. The superior's task is to ensure that the agreed measures are taken, and their task is also to monitor the follow-up. The parties involved have the right to request a support person to attend the meetings (employees' representative or occupational

health and safety delegate or contact person for gender equality and equal opportunities). The investigation may lead to, for example, measures to develop the work community, consultation with occupational health care, rearrangement of tasks, verbal warning given by a superior or even action(s) required by labour legislation.

Workplace mediation

The University of Eastern Finland uses workplace mediation as one of the methods in resolving workplace conflicts. The immediate superior is in contact with HR Services (Occupational Health and Safety Manager or Human Resources Specialist), where an initial assessment of the situation is conducted and a decision on the possible workplace mediation is made, if necessary.

Measures based on labour legislation and liability for damages

If the employee continues their inappropriate behavior or the case is very serious, the situation may lead to disciplinary action as stipulated in the current labour legislation (e.g. written warning or termination of employment). In such cases, the matter is handled by the Director of Human Resources and Staff Well-Being and a representative from UEF Legal Affairs.

If the bullying or harassment includes a violation or threat of physical integrity, the employee can report the crime to the police. Harassment may also result in liability for damages.

In cases of bullying and harassment – do the following

If you are treated inappropriately, notify the bully/harasser immediately that you do not approve of their actions and ask them to stop.

If you cannot directly notify the person concerned, notify their immediate superior or senior superior.

It is very important to contact your immediate superior. You can also contact the Occupational Health and Safety Manager, the Director of Human Resources and Staff Well-Being, an anti-harassment contact person or a contact person for gender equality and equal opportunities (in cases of gender-based or sexual harassment). Your immediate superior can get support from the Occupational Health and Safety Manager to investigate the matter.

Keep track of events. The bully/harasser cannot be held accountable unless the incidents can be verified. It's also a good idea to keep all emails or other messages.

Once you have reported your experience of inappropriate treatment, you are obliged to participate in the processing of the matter. If necessary, you can always discuss the matter and the situation with the anti-harassment contact person first before proceeding any further.

4. If you are accused of inappropriate treatment

Even if you don't think you've been guilty of bullying or harassment, don't belittle the feelings of the whistleblower and immediately stop what has been described as inappropriate behavior.

If you are a UEF employee, tell your immediate superior of the matter, as it is good for the superior to hear the matter directly from you.

You have the right to express your point of view at different stages of the process. Your actions cannot be considered inappropriate until the matter has been investigated. This is done by reviewing the relevant documentation and discussing with the parties.

Incidents involving inappropriate treatment are typically resolved in discussions between the parties and the head of the unit. Before a joint discussion, it may be necessary for the head of the unit to discuss the matter separately with you. You can also indicate that you want to discuss the matter one-on-one with the head of the unit before the joint discussion.

You always have the right to use a support person of your choice at different stages of the process. As an employee, you can receive support from the university's anti-harassment contact person (cases between an employee and a student), an occupational health and safety delegate, a contact person for gender equality and equal opportunities or an employee's representative. As a student, you can receive support and advice from the university's anti-harassment contact person and/or the student union as well as from the contact person for gender equality and equal opportunities.

5. Reporting

Faculties hold the responsibility to report harassment cases that have taken place in their faculty.

To ensure confidentiality, the faculty should only report the number and the nature of the cases (what kind of harassment is involved and between whom) and the gender distribution to the Student Well-Being and Study Ability Team (cases between students and cases between staff and students) as well as to the Occupational Safety and Health Commission (cases between staff members). By doing so, individuals and cases are not identifiable from the data. From there, the cases continue to be discussed in the University's Equal Opportunities Committee, where joint discussions are held and the necessary development proposals are made annually in May-June.

6. Who handles and provides support in harassment cases

6.1 Actors and roles in different cases

Cases between staff and students (when the notification is directed at an employee)

- IN CHARGE OF THE INVESTIGATION: Head of Unit
- PRACTICALITIES (including memos): Executive Head of Administration in the Faculty
- SUPPORT TO THE PARTIES INVOLVED: Anti-Harassment Contact Persons at UEF and Student Union, Occupational Health and Safety Delegates, Employees' Representatives, Contact Persons for Gender Equality and Equal Opportunities
- SUPPORT TO THE INVESTIGATORS: Occupational Health and Safety Manager, General Administration and Legal Affairs

Cases between staff and students (when the notification is directed at a student)

- IN CHARGE OF THE INVESTIGATION: Head of Unit
- PRACTICALITIES (including memos): Head of Student Affairs in the Faculty
- SUPPORT TO THE PARTIES INVOLVED: Anti-Harassment Contact Persons at UEF and Student Union, Occupational Health and Safety Delegates, Employees' Representatives, Contact Persons for Gender Equality and Equal Opportunities
- SUPPORT TO THE INVESTIGATORS: Student and Learning Services, General Administration and Legal Affairs, Legal Specialist

Cases between staff members

- IN CHARGE OF THE INVESTIGATION: Head of Unit or the immediate superior
- PRACTICALITIES (including memos): Executive Head of Administration in the Faculty / University Services: immediate superior
- SUPPORT TO THE PARTIES INVOLVED: Occupational Health and Safety Delegates, Employees' Representatives, Contact Persons for Gender Equality and Equal Opportunities
- SUPPORT TO THE INVESTIGATORS: Occupational Health and Safety Manager, General Administration and Legal Affairs

Cases between students

- IN CHARGE OF THE INVESTIGATION: Head of Unit or a person appointed by her/him
- PRACTICALITIES (including memos): Head of Student Affairs in the Faculty
- SUPPORT TO THE PARTIES INVOLVED: Anti-Harassment Contact Persons at the Student Union, Study Psychologists
- SUPPORT TO THE INVESTIGATORS: Student and Learning Services, General Administration and Legal Affairs, Legal Specialist

6.2 Actors and their roles in detail

Head of Unit, Immediate Superior

- Primary responsibility for intervention in harassment cases involving staff members of one's unit/team -> active responsibility to act.
- Primary responsibility for intervention in cases where the notification is directed at a student majoring in the unit (also including doctoral researchers and exchange students).
- Investigates reported cases of harassment/inappropriate treatment, draws conclusions and makes decisions on necessary measures, as well as monitors the implementation. Ensures that the actions are recorded.
 - If the head of the unit/immediate superior/person in charge of the academic subject considers that harassment or inappropriate treatment occurs at the workplace, they have the right to prohibit such behavior. It is the manager's/superior's task to clearly state what kind of behavior is unacceptable at work.
 - If inappropriate treatment is related to a student, the head of the unit is responsible for investigating the case and possibly transferring the case to the faculty for disciplinary action.

Receives support for the investigation from the executive head of administration or the head of student services in the faculty, occupational health and safety manager, anti-harassment contact persons, general administration and legal affairs.

Executive Head of Administration

- Takes care of several practicalities (convenes meetings, records memos, etc.) in cases where the person behaving inappropriately is a staff member, e.g. a teacher.
- Ensures proper completion of the process.
- Reports the cases anonymously for statistical purposes to the Student Well-Being and Study Ability Team and the Occupational Health and Safety Commission (cases between staff and students: the number of cases, the nature of cases, between whom, gender distribution) as well as to the Occupational Health and Safety Commission (cases between staff).

Head of Student Affairs in the Faculty

- Takes care of several practicalities (convenes meetings in collaboration with the head of unit/immediate superior, records memos, etc.) in cases where the person behaving inappropriately is a student.
- Ensures proper completion of the process.
- Reports the cases anonymously for statistical purposes.
 - cases between students to the Student Well-Being and Study Ability Team (the number of cases, the nature of cases, between whom, gender distribution).

- cases between staff and students to the Student Well-Being and Study Ability Team as well as to the Occupational Health and Safety Commission (the number of cases, the nature of cases, between whom, gender distribution).
- Involved in investigating the need for disciplinary action against a student.

Director of Human Resources and Staff Well-Being

- Involved in the investigation of harassment cases when staff members are involved, in particular where inappropriate treatment is repeated and there is a need for disciplinary action.
- Acts as a competent employer representative.

General Administration and Legal Affairs

- Provide legal support upon request and ensure the legal protection of the parties involved.

Teacher in charge

- Teacher in charge is involved in investigating cases related to teaching.

6.3 Support Persons and their roles

Anti-Harassment Contact Person (Student and Learning Services)

- Anti-harassment contact person is **a support person** to whom a student or a staff member can turn to if they feel they have been harassed either by a student or a staff member.
- Advises and supports students and staff who have encountered harassment, discrimination, bullying or other form of unequal treatment.
- Knows the process and is able to disclose how the case proceeds and what kind of actions are required from a person who has experienced inappropriate treatment.
- Can participate in the investigation of the harassment case by providing support and advice.
- Can give advice if you cannot find suitable help whom to turn to or on the right kind of help. You can also contact the anti-harassment contact person if you have seen incidents including harassment or you would like to discuss possible ways to address them.
- Is in contact with the contact person for gender equality and equal opportunities as needed.

Contact Person for Gender Equality and Equal Opportunities

- Provides guidance and advice on issues related to the Equality Act or on discrimination based on gender, gender identity and gender expression, as well as on the promotion of gender equality.
- Acts as the first step and, where necessary, as a link to the other actors providing help, with whom the aim is to find solutions to the issues raised.

- Is in contact with the anti-harassment contact person where necessary. In cases between staff members, contacts an occupational health and safety delegate if necessary.

Anti-Harassment Contact Person at ISYY (Student Union)

- The Student Union also has designated anti-harassment contact persons who help in all situations related to inappropriate treatment and at different stages of the process.
- You can contact the anti-harassment contact person at any stage of the process.
- Low-threshold discussion support and counselling for students.
- Provides advice and support to students who have experienced harassment or other form of inappropriate treatment to take the case forward in accordance with the university's protocols .
- Can also participate as a support person in meetings with the university staff.
- Does not hold official authority in cases of inappropriate treatment, but offers support and advice in taking a harassment case forward.

Occupational Health and Safety Manager

- Supports the employer representatives and assists in the implementation of the investigation by guiding and advising and, where necessary, leads the process if the investigation concerns the staff of several units.
- Assesses the effects and solutions in terms of the Occupational Safety and Health Act.
- Investigates cases between staff together with the immediate superior(s) and occupational health and safety delegate.
- Obtains, where necessary, an external investigator or mediator in cases between staff members.
- Receives the official notifications to the employer regarding a matter involving harassment or inappropriate behavior and initiates investigations in accordance with the university's processes.
- Ensures proper completion of the process.

Occupational Health and Safety Delegate

- Acts as a support person in cases where inappropriate behavior has taken place between staff members.
- Is familiar with the relevant process, the Occupational Safety and Health Act and is able to explain how the matter proceeds and what kind of actions are required from a person who has experienced inappropriate treatment.
- Can act as a support person by providing advice and workplace mediation.
- Gives advice on the right kind of help, also in situations where an employee has witnessed such behavior or the employee wants to discuss possible ways to address inappropriate treatment at the workplace.

- Is in contact with the contact person for gender equality and equal opportunities if necessary.

Employees' Representative

- Employee can contact the representative at different stages of the process if they so wish.

Student Well-Being and Study Ability Team (Hyry)

- Compiles and processes harassment reports from faculties annually in March-April (cases in which a student is involved) and conducts discussions about the process as well as forwards the cases to the Gender Equality and Equal Opportunities Committee.
- Reports prepared by the Chair of the Student Well-Being and Study Ability Team.

Occupational Health and Safety Commission

- Compiles and processes harassment reports from faculties annually in March-April (cases in which a staff member is involved) and conducts discussions about the process and considers possible measures for prevention, as well as forwards the cases to the Gender Equality and Equal Opportunities Committee.
- Reports prepared by the Chair of the Occupational Health and Safety Commission.

Campus Pastors

Provide support in the form of:

- Discussions, and support to all members of the university community on how to take matters forward.
- Individual support for follow-up where necessary.
- Consultative support for challenging interaction situations.
 - [Campus pastors](#) (in Kamu Student Handbook)

Study Psychologists

Provide support in the form of:

- Discussions, and support to all members of the university community on how to take matters forward.
- Individual support for follow-up where necessary.
- Consultative support for challenging interaction situations.
 - [Study psychologists](#) (in Kamu Student Handbook)

Gender Equality and Equal Opportunities Committee

Discusses annually in May-June the reports from the Student Well-Being and Study Ability Team and the Occupational Health and Safety Commission and promotes the issues and discussions at the university level.

The necessary contact details are linked to the UEF website.