

# SOCIAL SAFETY SUPPORT GUIDE FOR STUDENTS



TU/e

Collectively responsible  
for a positive working and  
learning environment

Social safety is a matter that concerns all of us. All employees, students and guests of TU/e are collectively responsible for a safe and positive working and learning environment. TU/e expects everyone - employee, student or guest - to deal responsibly with the ethical aspects of the working and learning environment. But what if you suspect that something inappropriate is going on, have a conflict of interest yourself or are confronted with undesirable behavior?

## Where can you turn?

Preferably, you can first discuss an undesirable situation with the person involved. If this is not possible, discuss it with your **academic advisor**. If this is not possible either, you can ask your confidential advisor for advice or use the other options in this overview. Do not hesitate to contact the person who you think can best help, even if you have doubts about the (seriousness of the) situation. Your report will always be treated **confidentially**.

### Are you dealing with undesirable behavior?

If you are faced with undesirable behavior, such as (sexual) harassment, aggression, violence, bullying, discrimination, or if you are accused of such behavior, you can contact one of the **confidential advisors for undesirable behavior**. They offer support and help you find a way to end the undesirable behavior. They can also help you to file a formal complaint with the complaints committee for undesirable behavior.

### Do you have a dilemma or conflict with other students, staff or with supervisors/teachers?

Discuss it with your **academic advisor**. The academic advisor can give you tips to resolve the conflict. If necessary, the academic advisor can refer you to one of the **confidential advisors**. You can also contact one of the confidential advisors yourself.

### Do you have questions or complaints about scientific integrity?

If you have questions or complaints about scientific integrity, you can contact the **confidential advisor for scientific integrity**. This confidential advisor can mediate between parties. The confidential advisor can also help you to file a formal complaint with the complaints committee for scientific integrity.

### Do you want to report an irregularity?

If you want to report a harmful activity at TU/e, you can turn to the **confidential advisor for irregularities** for advice. This could involve, for example, a serious criminal offence, a gross violation of regulations or a danger to public health, safety or the environment.

### Do you disagree with a decision regarding your study program?

If you disagree with a decision made by a teacher or staff member concerning your study program you could **file a complaint**. You can also object or file an appeal.

### Have you come across harmful ICT-related incidents?

You have come across harmful ICT-related activities, such as a data breach, disproportionate workload or disruption of system stability, a violation of license rights, the falsifying of emails or a hacking. The **Computer Emergency Response Team (CERT)** would like to receive your report as soon as possible.

### Are you experiencing personal problems that affect your study?

If, due to personal problems (such as loneliness, anxiety or stress), you are experiencing psychological or physical effects that have an influence on (the progress of) your studies, you can contact the **student psychologist or student counselor**. This can be done free of charge and in confidence.

### Do you have questions about your rights and obligations as a student?

The **student statute** states the rights and obligations of both students and the university.



### Are you dissatisfied with the help provided by the university's support network and (complaints) procedures?

The **Ombuds for Students** can help you if you have a problem, dilemma or conflict related to undesirable behavior or unfair treatment, and the help you received at TU/e has been unsatisfactory.

## EMERGENCY NUMBERS

If you need immediate assistance (emergencies), call the TU/e emergency numbers 2222 (internal) or 040-247 2222 (external/mobile).

**Outside of TU/e:**  
Your family doctor or psychologist

If it involves a criminal act, you can report this to the police.

**In case of an emergency, call the emergency number 112**  
If it is not urgent, call 0900-8844

**Value statement**  
TU/e has a **value statement** that applies to all staff and students. It states our core values.

**Want to know more about social safety?**  
Visit <https://tue.nl/social-safety> or scan the QR code!



Social Safety, a matter for all of us!