



REPORTING OF UNACCEPTABLE BEHAVIOUR

If you wish RAMA to deal with a case formally, you must submit a written report. The report may concern cases between students, staff members, or between students and staff.

RAMA is committed to ensuring a safe, clear and consistent process in which all inquiries are handled with respect, confidentiality and professionalism.

Before you make a report, you can choose to consult a support service. You can find options for support and counselling in the separate document “Code of Conduct”. The document can be found on the intranet [HERE](#).





How Reporting and Case Handling Works

When you report unacceptable behaviour, the following general process applies:

1 Submitting a Report

You send your report to the Vice Principal at takecare@musikkons.dk. If you do not feel comfortable or confident contacting the Vice Principal, you may contact the Principal or Head of Administration.

2 Confirmation of Receipt

The Vice Principal will acknowledge receipt of your report and inform you of the next steps in the process.

3 Initial Assessment

The Vice Principal will carry out an initial assessment of:

- the nature and seriousness of the case
- whether urgent action is required
- the type of case in question (e.g. study environment, working environment, employment law)

4 Clarification with You as the Reporter

You will be contacted in order to:

- elaborate on your report (if necessary)
- informing you of your rights, including confidentiality and possible anonymity
- aligning expectations regarding the process and possible outcomes

5 Decision on Next Steps

Based on the assessment, the Vice Principal decides how the case will be handled.

This may, for example, involve:

- a dialogue or conflict resolution process
- management intervention
- formal case handling

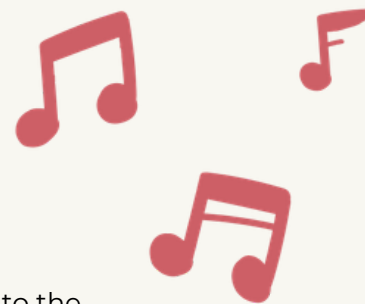
6 Case Handling and Follow-up

The Vice Principal ensures that:

- the case is handled professionally and respectfully
- relevant parties are involved
- the process is documented
- the case is followed up

7 Conclusion of the Case

When the case is concluded, the parties involved are informed of the outcome to the extent permitted by rules on confidentiality and personal data.



Key Principles for Reporting

- Reports are addressed as quickly as possible, but processing times may vary depending on the complexity of the case.
- All inquiries are handled with due regard for confidentiality and applicable data protection regulations.
- All reports are recorded and documented, even in cases where they do not lead to further action. This recording is carried out to ensure an overview, facilitate learning and provide a better basis for prevention.
- It is possible to report an incident even if some time has passed since it occurred.
- No one should experience negative consequences for submitting a report in good faith.

