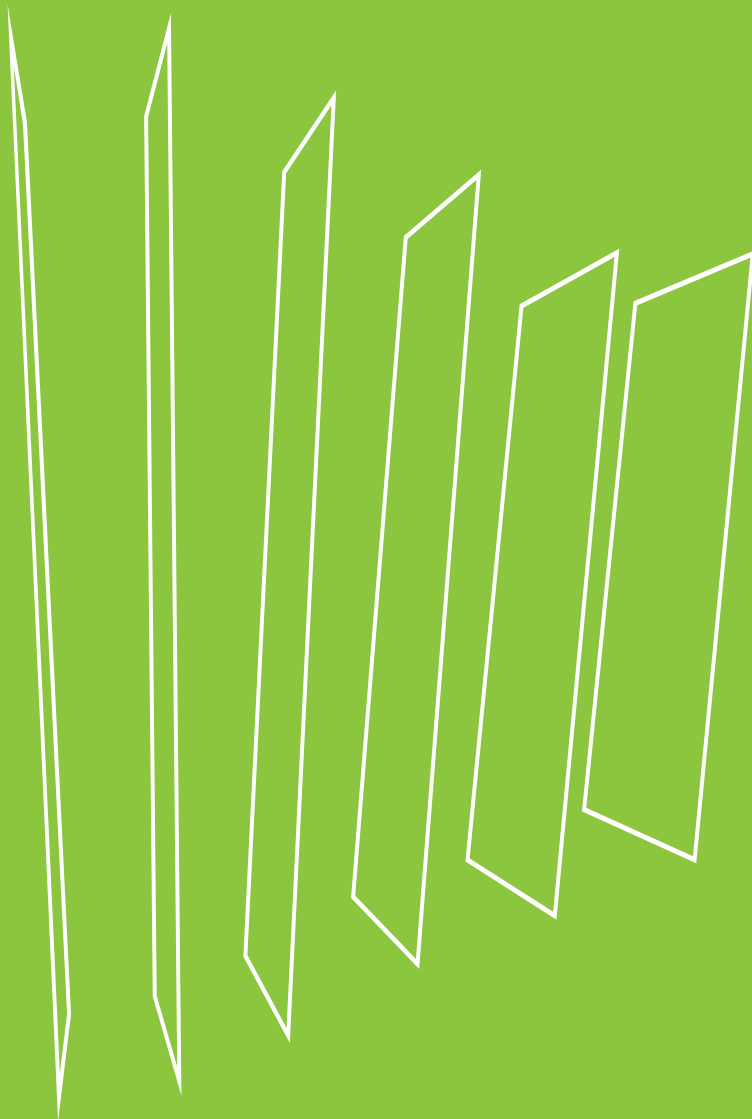




Guidelines for Addressing Bullying, Harassment and Discrimination **2.0**



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@ ABU

FOREWORD

As an open university in an open society, the Anton Bruckner University (ABU) stands for artistic, academic, and pedagogical excellence. This excellence is rooted in the pursuit of profound artistic expression, the freedom of teaching and research, and a respectful environment that fosters individual development while upholding mutual respect.

Guiding young artists, educators, and researchers on their path toward professional life—as in all university-related activities—the diversity of our approximately 1,200 university members means that constructive and equitable coexistence should not ever be taken for granted. Rather, we commit to actively reminding ourselves and each other of the fundamental principles that shape respectful interaction—not only in cases of conflict, but as an ongoing shared responsibility. One aim of this guideline is to serve as a practical tool for dealing with situations that threaten this principle of equal and respectful togetherness. At the same time, by outlining specific examples, it aims to raise awareness of different perspectives and help prevent such situations from arising in the first place.

This document is addressed to all students and staff of ABU, as well as to guests of the university. The procedures described herein are intended to encourage us all not to look the other way and to promote a fair and impartial approach to conflict resolution.

Special thanks go to all individuals who contributed to the development of this guideline and to the careful refinement of its wording.

Martin Rummel, President
on behalf of the ABU Executive Board

STOP
BULLYING

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PREAMBLE

The Anton Bruckner University (ABU) is committed to:

- Embracing and actively fostering the diversity of its communities,
- challenging privileges—particularly those that sustain systemic injustices,
- ensuring equitable access, participation, and success for all members of the university and those who wish to become part of it
- creating fair and appropriate development opportunities for all members of the university, especially those affected by prejudice, discrimination, intolerance, underrepresentation, or historical exclusion,
- recognizing the concept of intersectionality and its implications, and
- acknowledging that equality and equity are not only rights but also shared responsibilities of every individual.

ABU is dedicated to addressing and dismantling structural and systemic ableism, ageism, classism, homophobia, racism, religious intolerance, sexism, transphobia, lookism, and other forms of discrimination—especially those forms that have historically marginalized or continue to marginalize certain sections of society.

This Guideline on preventing Bullying, Harassment and Discrimination reaffirms the university's commitment to ensuring that all individuals are treated with dignity and respect. Every member of the university community has the right to study and work in a safe and inclusive environment.

Purposes of This Guideline:

- To foster a better understanding of these topics,
- to promote a positive culture of working and learning that supports a diverse, collegial artistic, pedagogical, artistic-scholarly, and academic community while upholding the rights of others,
- to create a supportive and inclusive environment in which all individuals are treated with dignity and respect, free from harassment, bullying, and discrimination,
- to strengthen the ability of all university members to recognize, address, and contribute to the resolution of concerning incidents,
- to provide a framework for raising, addressing, and resolving concerns or complaints regarding individual or collective behavior,
- to ensure that incidents of harassment, bullying, and discrimination are taken seriously within the university and handled promptly and with appropriate sensitivity,
- to support efforts to combat bullying, harassment, and discrimination
- and to prevent such behaviors within the university setting.

The principles set forth in this guideline apply to all university-related activities carried out as part of professional duties—including in digital spaces, during external events, excursions, and projects.

1 DEFINITIONS AND EXAMPLES

Bullying

Bullying refers to ongoing, conflict-laden interactions between members of the university community (including external staff), in which the targeted person is in a disadvantaged position and is directly or indirectly attacked by one or more individuals over an extended period of time. These actions are carried out with the intention or the effect of isolating or excluding the person from the group.

Bullying also includes other destructive behaviors and actions that violate personal integrity and significantly impair the physical and/or mental health of the individual affected.

Cyberbullying is the use of electronic communication to harass, intimidate, or upset a person—typically through the sending of messages that are perceived as threatening, humiliating, or aggressive in nature.

Examples of repeated and sustained behavior that may constitute bullying include:

- Constant jokes or derogatory remarks about an individual, or disproportionately frequent comments about one team member compared to others
- Verbal abuse, swearing, or insulting language
- Exclusion or isolation of individuals
- Intimidation
- Deliberately ignoring or excluding someone
- Persistently assigning tasks that fall outside a person's role and/or responsibilities
- Deliberately altering work schedules to disadvantage certain individuals
- Repeated, unjustified favoritism toward one person over an equally qualified peer
- Consistent disregard of emails or requests from specific individuals
- Excluding someone from social events at the workplace that are considered part of normal professional life
- Withholding essential information necessary for someone to perform their job effectively
- Derogatory remarks made on social media platforms
- Posting hateful, defamatory, or demeaning content online, including attacks on a person's character or appearance
- Abuse of supervisory or managerial authority
- Disproportionately frequent requests directed at students for academic support or at staff for assistance beyond their responsibilities
- Publicly criticizing the work or contributions of university members or student performance in a demeaning or humiliating manner
- Setting persistently unrealistic expectations that go beyond agreed contractual obligations
- Disproportionately strict enforcement of academic or administrative regulations targeted at one person (e.g., regarding punctuality in class)
- Repeated, non-transparent, or unjustified negative assessments of academic performance

- Bossing (targeted bullying by superiors, e.g., through threats, isolation, or continuous demeaning behavior)

All of the behaviors listed above are unacceptable.

At ABU, we place great value on honest and respectful communication within the university environment. The following are examples of behaviors that do not constitute bullying:

- Differences of opinion and non-aggressive conflicts
- Respectful intellectual debate
- Evaluative or critical comments in the context of assessing student work
- Constructive feedback
- Employment-related procedures such as setting performance targets, evaluations, or performance reviews, as well as disciplinary measures—provided these are carried out in accordance with legal regulations and/or the university's internal policies and procedures
- Setting expectations and discussing performance assessments or objectives
- Providing instructions as part of everyday work routines
- A single incident of inappropriate behavior

Discrimination

Discrimination occurs when a person is treated less favorably than another in comparable circumstances due to characteristics such as gender, skin color, religious beliefs, race, marital status, ethnic or national origin, ethical beliefs, sexual orientation, political opin-

ion, age, appearance, employment status, chronic illness, or disability. Discrimination in language or behavior may occur regardless of whether there was an intention to discriminate. What matters is the perception of the affected individual—specifically, whether they feel discriminated against based on one of the protected characteristics.

Discrimination in the context of employment may occur if the university or a representative of the university, on the basis of one of the above-mentioned characteristics (or involvement in the activities of an interest group):

- refuses or fails to hire an applicant who is qualified for a position;
- refuses or fails to offer an employee the same terms of employment, benefits, or opportunities for training, promotion, or transfer as are made available to other employees with similar qualifications, experience, or skills working under similar conditions; or
- terminates or otherwise disadvantages an employee in circumstances where other employees in comparable roles would not be dismissed or disadvantaged.

Indirect discrimination arises when a policy or criterion appears neutral but, in practice, disproportionately disadvantages individuals on the basis of a protected characteristic.

Unlawful discrimination occurs when a person is treated less favorably than another person is—or would be—treated in comparable circumstances because of one of the characteristics described above.

Exceptions may apply as defined in relevant legal frameworks. For example, actions taken

in good faith to support or promote individuals or groups who have experienced unlawful discrimination are not considered discriminatory.

The university is particularly committed to ensuring a safe, inclusive, and equitable environment for all groups. This includes, in particular, people with disabilities, individuals with a history of migration and/or displacement, students from low socioeconomic backgrounds, and LGBTQI+ individuals, including people of diverse gender identities.

Harassment

Harassment is defined as behavior that compromises a person's dignity and is perceived by the affected individual as unwelcome, inappropriate, demeaning, offensive, or insulting. Even in the absence of intent to offend or humiliate, seemingly harmless actions—such as gossip, jokes, teasing, or the use of inappropriate nicknames—may constitute unlawful harassment.

Harassment can take many forms, including but not limited to:

- Unwelcome physical contact, ranging from intrusions into personal space to physical assault
- Derogatory comments, including insults, jokes, gestures, overt hostility, verbal or physical threats
- Offensive, abusive, humiliating, or patronizing behavior or comments, as well as degrading, intimidating, and/or belittling criticism
- Spreading malicious rumors about an in-

dividual

- Claiming that certain students or staff only hold their position due to preferential treatment
- Questioning the legitimacy of individual students' or student groups' right to study at the university
- Publishing images of a person on social media without their consent
- Violating an individual's privacy, such as by disclosing personal information on social media without consent
- Yelling at, insulting, threatening, disparaging, or intimidating someone
- Persistent criticism without offering constructive support to help improve performance
- Deliberately overloading someone with work on an ongoing basis
- Posting offensive comments about someone on social media
- Excluding a person from their normal work or study environment, from conversations, or from social activities
- Inappropriate comments about a person's weight or physical appearance
- Publicly disclosing someone's sexual orientation without their explicit consent ("outing")

Racial harassment refers to the use of language, visual material, or physical behavior that expresses hostility toward, ridicules, or demeans another person based on their skin color, race, or ethnic or national origin. Such behavior is considered harmful or offensive and may involve repeated actions or a single incident that is severe enough to cause lasting harm to the affected individual.

Examples include, but are not limited to:

- Making offensive remarks about a person's ethnic origin
- Imitating the way a person speaks
- Making jokes about a person's skin color or the ethnic group they belong to
- Using racist slurs to insult someone
- Unwanted touching of a person's hair

Gender-based harassment refers to a broad range of behaviors rooted in gender stereotypes, sexual orientation, or gender identity. Such behavior may be verbal, physical, visual, or digital in nature that humiliate, degrade, or intimidate an individual. It does not necessarily imply sexual interest or intent; rather, it often aims to make a person feel unwelcome, uncomfortable, inferior, or vulnerable.

Examples include, but are not limited to:

- Derogatory or unwelcome remarks about a person's sexual orientation or gender identity
- Inappropriate comments or conversations about someone's sex life or relationships
- Persistent references to a transgender or non-binary person's gender history
- Threatening to disclose or actually disclosing someone's sexuality or gender identity without their consent
- Offensive phone calls or social media comments about someone's gender or sexual orientation
- Stereotypical comments that may be perceived as sexist and make others feel uncomfortable

Sexual harassment is unwanted behavior of a sexual nature that is offensive, degrading, or intimidating to another person. It may occur repeatedly or as a single, severe incident, and

it negatively impacts the affected individual, their performance, or their work and learning environment. Sexual harassment is unlawful even if there was no intent to harass.

Examples include, but are not limited to:

- Sexual assault
- Requests for sexual favors or sexual advances
- Lewd remarks, catcalling, obscene gestures, jokes, or innuendos
- Inappropriate comments or conversations about someone's sex life or relationships, including on social media
- Unwanted remarks about someone's sexual orientation or gender identity
- Displaying sexually explicit material through media such as emails, posters, images, graffiti, screen savers, or text messages
- Sexually suggestive jokes, sexualized behavior, phone calls, or messages
- Uninvited touching, hugging, kissing, or other forms of physical contact
- Inappropriate invasion of an individual's personal space
- Persistent comments or posts on social media
- Repeated and unwanted personal contact after a clear request to stop
- Deliberately using incorrect names or pronouns for a transgender person, or repeatedly referencing their gender history
- Threatening to disclose or actually disclosing someone's sexuality or gender identity without their consent

Stalking

Stalking refers to a pattern of repeated threatening or harassing behaviors that directly or indirectly pose a threat or cause the victim to feel fear.

Stalking may involve any of the following repeated and unwanted actions:

- Repeatedly following a person
- Persistently contacting or attempting to contact a person by any means
- Monitoring a person's use of the internet, email communications, or other forms of electronic communication
- Waiting at a location (public or private) with the intention of drawing the attention of someone who does not wish to be contacted
- Damaging or interfering with property owned or used by the person
- Watching or spying on a person, including through video surveillance or electronic monitoring
- Threatening consequences and/or attempts to intimidate
- Disciplinary measures that are not otherwise objectively justified and would not have been taken had the complaint not been made
- Unjustified changes to duties or reassignment
- Exclusion or isolation
- Denial of promotion or lowering of performance appraisal due to being perceived as a "troublemaker" because of the complaint
- Assigning tasks that fall outside the person's normal responsibilities after a complaint has been submitted
- Intentionally grading a student's work more harshly than warranted

We recognize that power dynamics often play a significant role in situations involving bullying, harassment, or discrimination—particularly between faculty and students, or supervisors and staff. The ABU's procedures explicitly take these dynamics into account and are designed to ensure that affected individuals remain protected and empowered.

Victimisation

Victimisation occurs when a person is treated unfavorably because they have made, or intend to make, a complaint about unacceptable behavior, have acted as a witness, or have provided information related to such a complaint.

Examples of victimisation include:

- Suggesting to a potential complainant that it would be better for them (or the team) not to file a formal complaint

2 RESOLUTION PROCEDURES

Depending on the severity of the situation and the preferences of the complainant, several options are available. Please refer to the flowchart outlining the complaint process for staff or the complaint process for students at the end of this document. You may consider one of the following approaches:

Self-Resolution

In many cases, it may be sufficient to inform the person involved that their behavior is causing discomfort and/or harm, to explain why the behavior is unwelcome, and to request that it stop. Often, the individual is unaware of the impact of their behavior and will stop immediately once made aware.

Informal Resolution

If the issue cannot be resolved through direct conversation—or if the person does not feel comfortable addressing it directly or in writing—they should reach out to an appropriate person or body.

For **staff**, this may include:

- Their supervisor
- The Head of Human Resources
- The President
- The Equality Coordinator (Gleichstellungsbeauftragte)
- The Equity Committee

For **students**, this may include:

- A teacher within the subject major
- The head of the relevant institute
- A Dean of Studies
- The Vice-President for Academic Affairs
- The President
- Student Council Representatives
- The Equity Committee (AKG)
- The Ombudsperson

All of these contacts for staff or students can provide information about the relevant policies and discuss the options available to the concerned individual.

Speaking with one of these contacts can help determine whether the experienced behavior constitutes bullying, harassment, and/or discrimination, and the contact person can support the concerned individual in understanding the process and exploring possible options for resolving the issue.

In an informal process, concerns can be addressed through dialogue without filing a formal complaint. The informal process is not disciplinary in nature. Informal options may include:

- Reporting the issue to a supervisor who is responsible for identifying and mitigating (current or potential) risks and, for example, agreeing to early mediation that results in an agreement understood by all parties
- A supervisor or other appropriate person speaking with the individual accused of inappropriate behavior to inform them of its impact on others and to clarify what

the university considers acceptable and unacceptable conduct

- The supervisor, where appropriate, facilitating an impartial conversation between the complainant and the other party to help resolve the situation—while taking into account personal safety, power dynamics, and the risk of victimisation

submitted, and may choose to remain anonymous. In cases of serious misconduct by students—such as sexual harassment or assault—academic disciplinary measures may be considered in accordance with the university’s internal regulations, up to and including expulsion from the programme. Such measures are decided by the responsible governing bodies based on the applicable regulations.

Formal Resolution

Individuals may file a formal complaint at any time—even without first pursuing informal resolution. The chosen course of action should reflect the concerned individual’s needs and sense of safety.

Staff may request a formal investigation into complaints of bullying, harassment, and/or discrimination by speaking with one of the following:

- A supervisor
- The Head of Human Resources
- The Works Council
- The Equity Committee (AKG)
- The President

Students may contact student council representatives for advice, support, and, if needed, a support person throughout the resolution process. They may also request a formal investigation by the Equity Committee (AKG). In serious cases, direct contact with the Dean of Studies or, if necessary, the President are other potential escalation steps.

All further steps are taken only in coordination with the complainant. The individual also decides whether and when a formal report is

Internal Investigation

In accordance with the works agreement on the prevention of bullying, the President may appoint a Workplace Complaints Committee to conduct an internal investigation into allegations of bullying involving staff members. Such an investigation may lead to recommendations regarding employment-related actions to be taken by the President.

3 WHAT TO DO IF YOU WITNESS OR HEAR ABOUT AN INCIDENT

You can take action if you witness bullying, harassment, or discrimination at the university. You can also take action if you did not witness the behavior yourself but someone has told you that it occurred. There are several ways bystanders or witnesses can respond:

- Acknowledge the harassment when it occurs—recognize the behavior, name it, and do not ignore it
- Speak to the person engaging in the behavior and ask them to stop
- Encourage the person affected by bullying, harassment, or discrimination to contact one of the individuals listed in

the staff or student complaint flowchart for advice and/or further action

- Teachers and those in leadership positions are obligated to intervene when they observe discriminatory behavior. They must take all reasonable steps, within the scope of their role, to respond appropriately, support the affected person, or report the incident to the appropriate authorities

You may also contact one of the persons listed in the flowcharts on bullying, harassment, and discrimination yourself—ideally with the consent of the affected individual.

4 SUBMISSION AND HANDLING OF A FORMAL COMPLAINT

The complainant states that there is a problem, describes its nature, and indicates which actions they believe should be taken. A formal complaint must be submitted in writing to ensure proper documentation and processing.

Specific allegations should include dates, times, the impact on the complainant, the names of any witnesses, and their reactions.

It is the responsibility of the individuals or committees receiving the complaint to determine whether it falls within their scope of authority and responsibility, or whether it

should be referred to another entity, escalated to a higher authority, or ultimately to the President.

For committees and special interest groups such as the Equity Committee (AKG) or the Works Council, the relevant legal provisions or procedural rules as defined in the ABU statutes or bylaws apply.

If a complaint involves matters regulated by employment or academic law, the President is obliged to take action upon becoming aware of it. Immediate measures will be taken to

protect the individuals involved, in accordance with the university's duty of care.

The President may delegate an internal investigation in order to receive recommendations for further action. Unless otherwise specified by binding regulations, such recommendations are suggestions and not mandatory.

The following applies to all internal investigations:

The investigating committee or individual will send a written notice to the person against whom the complaint has been made, including:

- Details of the complaint and the identity of the complainant (only if the complainant has explicitly consented to disclosure)
- A date and time for a meeting to provide a response
- An outline of the investigation process and timeline
- A request for confidentiality and a prohibition against any form of victimisation

The investigating committee or individual will meet separately with both parties as soon as possible to explain the investigation process, as well as their rights and obligations.

The investigating committee or individual will:

- Interview all parties involved and any witnesses, and review all relevant documents
- Ensure that both the complainant and the respondent receive appropriate advice and support

Both parties may be accompanied by a trusted person to any meeting.

The decision on how to proceed is made after a careful assessment of all available information and testimonies, taking into account plausibility and credibility.

Once the investigation is complete, the supervisor or responsible authority will meet separately with each party to discuss the recommended outcome and the final decision.

5 HANDLING REPORTED INCIDENTS

If you are responsible for addressing complaints, you must follow certain prescribed procedures. If the matter falls outside your area of responsibility, please refer to the flowchart for staff complaints or the flowchart for student complaints.

When addressing a reported incident, the following principles should guide your actions:

- Take all complaints seriously
- Initiate steps to address the complaint without delay
- Treat all complaints in good faith
- Act without bias, and remain impartial, fair to all parties, and empathetic
- Ask the complainant about their desired outcome
- Inform them of available resolution options, such as self-resolution, informal resolution, facilitation, mediation, formal complaint, or internal investigation
- Advise the complainant that choosing an informal resolution does not prevent them from submitting a formal complaint if they are dissatisfied with the outcome
- Provide guidance on resolution paths depending on the severity of the complaint and the roles of those involved (staff, students, unknown or external parties, etc.)
- Respect the decisions of the complainant
- Confidentiality does not mean total secrecy, but rather a strictly limited flow of information. Information must only be shared in accordance with legal obligations and with those directly involved in

the process. In case of doubt, the President's consent should be obtained—especially if the complaint may have legal or academic consequences

- Share your notes from meetings with the complainant upon request
- Identify any conflicts of interest in handling the complaint and address them appropriately
- Inform the complainant of all information that will be shared with the respondent
- Ensure the complainant is aware that they may also submit their complaint to external bodies in accordance with applicable legal provisions, such as in cases involving civil or criminal offenses

All responsible parties are expected to process the complaint promptly. The entire procedure should not exceed six weeks. If there is reason to believe that a criminal offense has occurred, the incident must be reported to the police.

University Response to Misconduct by External Parties

Discriminatory, abusive, or disrespectful behavior by external individuals—such as guest lecturers, visitors, contractors, or external service providers—will not be tolerated by ABU. In such cases, the university will promptly assess and implement appropriate measures. Depending on the severity of the incident, these measures may include exclusion from future events, revocation of campus access, or termination of the collaboration.

Facilitated Dialogue and Mediation

A facilitated dialogue may take place during either the informal or formal phase of the process. It is a voluntary procedure in which an independent, impartial third party supports the involved individuals in resolving a conflict in a confidential setting.

The facilitator may be an internal or external person. In cases where an external mediator is to be involved, the approval of the President must be obtained. If the President is personally involved or affected, the responsibility is transferred to their appointed representative, in accordance with the Executive Board rules of procedure.

Individuals affected may seek confidential advice and support at any time from external, independent counselling services—such as PIA Linz, the Violence Protection Centre of Upper Austria, the Psychological Student Counselling Service, or the Women's Helpline against Violence. A full overview of internal

and external support services is available in the brochure "Support Services for ABU Students" and on the university website.

The role of the mediator is to encourage all parties to openly discuss the incidents, examine the issues at hand, and reach a mutually satisfactory resolution. Once a resolution has been reached, steps for implementation and follow-up are agreed upon and documented.

If the misconduct is confirmed, consequences may follow—depending on the severity of the incident—under employment, service, or academic regulations. These may include verbal or written warnings, disciplinary action, reassignment, suspension, or, in particularly serious cases, temporary expulsion from studies or termination of employment. The university assesses each case individually and bases its decisions on the applicable legal and institutional frameworks.

6 FALSE ALLEGATIONS, DEFAMATION, AND MALICIOUS COMPLAINTS

Allegations of bullying and/or harassment are serious matters and can potentially harm a person's reputation. Knowingly making false accusations, frivolous or malicious

complaints, or claims that are found to be unfounded will be treated seriously. In such cases, the university may initiate disciplinary measures against the complainant.

7 CONTACT POINTS AND COMMITTEES

Various positions at ABU are responsible for advising, supporting, and handling complaints related to this guideline. In addition, they contribute to the ongoing development of a non-discriminatory and respectful university culture. Below is an overview of the relevant committees and contact persons, along with their roles under this policy.

Equity Committee (AKG)

The AKG is ABU's central contact and advisory body for matters related to equality, anti-discrimination, bullying, and sexual harassment. It offers confidential consultations, supports affected individuals in understanding and addressing incidents, and can accompany them throughout the resolution process if desired. The AKG is authorized to receive formal complaints and oversee their further processing in accordance with applicable procedures. As part of this process, it may issue recommendations for further action or refer matters to appropriate bodies. The AKG operates confidentially, mindfully, and impartially, with a primary focus on providing the best possible support to the affected person. Its work is guided by a survivor-centered approach that prioritizes confidentiality, protection from further harm (e.g., victimisation), and the right to participate in decision-making. The affected individual is involved in determining the steps to be taken. The aim is to ensure a fair, transparent, and respectful process for everyone involved.

■ gleichbehandlung@bruckneruni.at

Ombudsperson for Sexual Harassment and Violence

The Ombudsperson is a trusted and independent contact person in cases of sexual harassment or violence. They offer confidential advice and support to affected individuals.

■ carolin.stahrenberg@bruckneruni.at

Coordinator for Equity, Gender, and Diversity

This coordinator is responsible for the strategic implementation of equality, gender, and diversity measures at ABU. Their key areas of focus include consultation, awareness-raising, monitoring, and institutional development.

■ diversity@bruckneruni.at

Student Ombudsperson

This representative mediates study-related conflicts and provides informal support for students experiencing difficulties in their academic life.

■ ombudsstelle@bruckneruni.at

Student Council (STUV)

The student council represents the interests of students, provides initial consultation, support, and, if necessary, accompaniment during the complaint process.

■ stuv@bruckneruni.at

University President

The President is responsible for disciplinary decisions and the initiation and approval of internal procedures. If the President is personally involved or biased, responsibility is

delegated to a member of the Executive Board in accordance with the rules of procedure.

■ rektorat@bruckneruni.at

Executive Board

The Executive Board assumes responsibility in cases where key decision-makers—particularly the President—may be biased or personally involved. In such cases, the Board may take over procedural responsibility, make decisions, or reassign responsibilities to ensure a fair, impartial, and legally sound process, especially in sensitive cases involving power imbalances.

Dean's Office | Institute Leadership

Deans represent their respective academic areas within the university and are members of the Executive Board. They carry out organizational, academic, and communication-related tasks in coordination with the President. Under this policy, they serve as key contact persons for study-related complaints—such as conflicts in teaching, boundary violations, or escalated problems between faculty and students. They may offer advice, support structural measures, or refer complaints to the appropriate bodies.

■ dekanat@bruckneruni.at

Vice-President for Academic Affairs

Responsible for quality assurance and the development of academic programs at ABU. Under this policy, the Vice-President may be consulted in cases of academic complaints—especially in relation to structural issues in teaching, measures to prevent repeated incidents, or matters concerning academic organization.

■ vr-lehre@bruckneruni.at

Works Council

The ABU Works Council represents the economic, social, health, and cultural interests of all University employees. Staff members may contact the Works Council at any time for confidential advice, support, and assistance—including in cases of bullying, discrimination, or sexual harassment. Within employment-related proceedings, the Works Council acts as a co-determination body in accordance with Austrian labor law, ensuring fairness, proportionality, and protection from disadvantage. It also actively promotes a respectful work environment, workplace satisfaction, and constructive dialogue between staff and the university.

■ betriebsrat@bruckneruni.at

Human Resources and Legal Affairs

HR is involved in procedures with legal relevance to employment—e.g., complaints against staff members or the implementation of disciplinary actions. Responsible for legal assessment and coordination of personnel-related consequences in line with labor and civil service law. They may also advise managers on the implementation of protective measures and internal procedures.

■ personal@bruckneruni.at

Coordinator for Those With Different Abilities

The Coordinator for those with different abilities is the contact person for students and employees with disabilities or chronic illnesses. They offer support regarding accessibility, individual accommodations in academic or work contexts, and in cases of potential disadvantage. Within this policy, they may provide guidance, assist in resolving specific

challenges, and contribute to the structural advancement of inclusion at ABU.

■ marc.ernesti@bruckneruni.at

8 ENTRY INTO FORCE AND REVISION

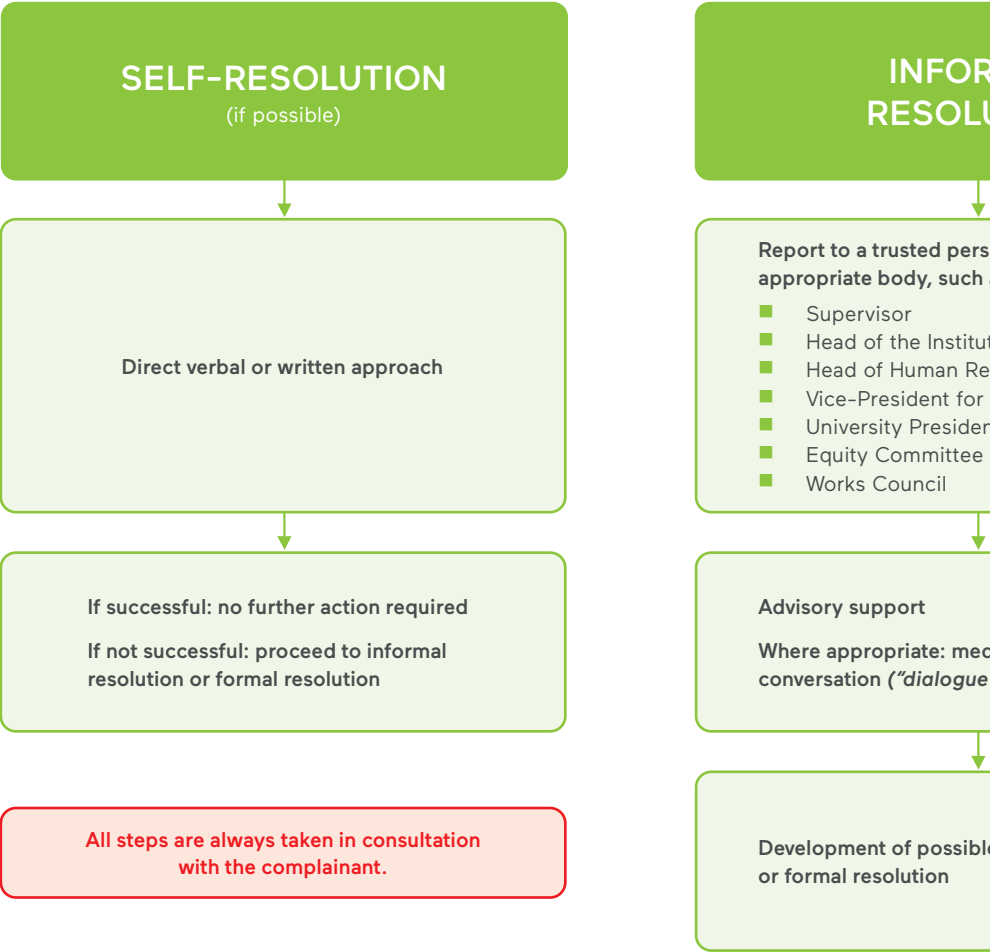
This updated guideline enters into force upon its adoption by the ABU Executive Board on 16.05.2025 and will be reviewed no later than December 2027. The review process must involve the Works Council and the Equity Committee.

The English version of this guideline is for information purposes only. In case of discrepancies, only the German version is legally binding.

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COMPLAINT PROCEDURE FOR



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FORMAL SOLUTION

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FORMAL RESOLUTION

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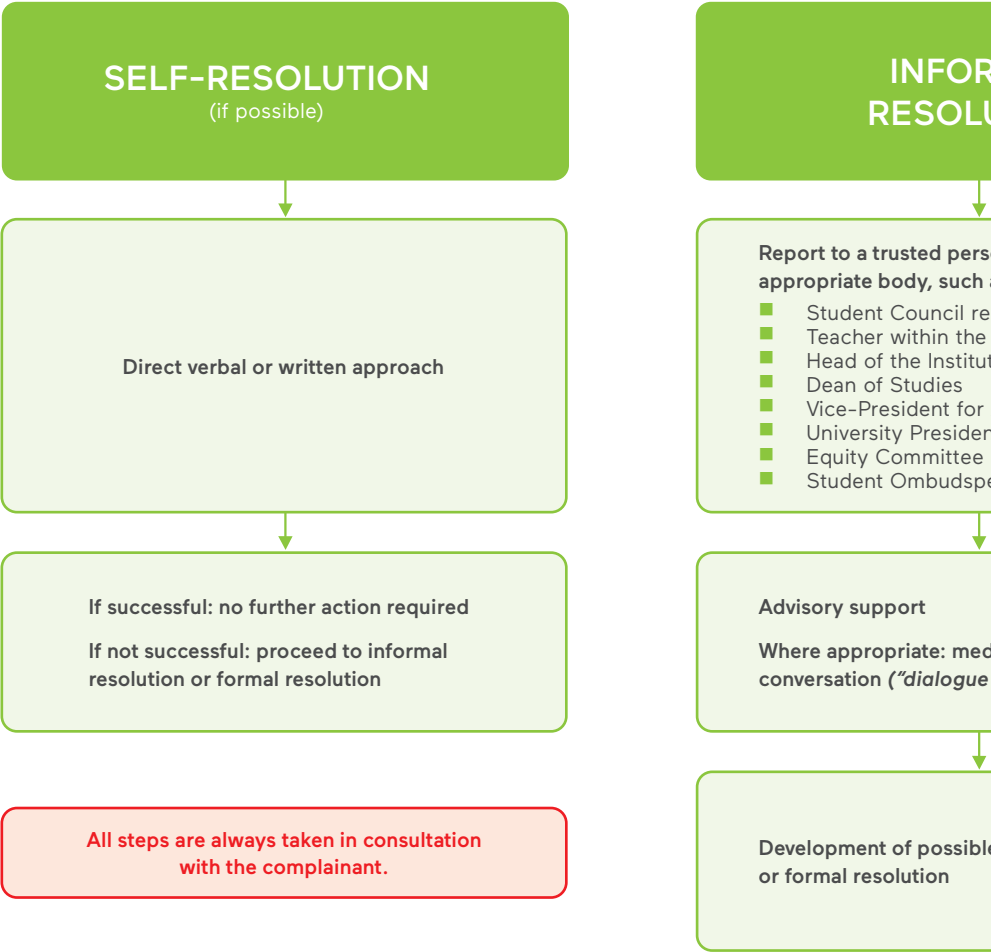
- Supervisor
- Head of Human Resources
- University President
- Equity Committee (AKG)
- Works Council

Investigation of the complaint in accordance
with employment-related regulations

Advice and support

Outcome and possible consequences
communicated to both complainant
and respondent

COMPLAINT PROCEDURE FOR



FOR STUDENTS

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FORMAL RESOLUTION

Report to the appropriate body, such as:

- Student Council (STUV) (advice and support)
- Equity Committee (AKG) (investigation of the complaint)
- Dean of Studies
- University President

Investigation of the complaint in accordance
with employment-related regulations
Advice and support

Outcome and possible consequences
communicated to both complainant
and respondent

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