

CampusAsyl wants to create a safe and protected space for everyone. That is why CampusAsyl has a safety concept. The safety concept explains what you can do if you find yourself in an unpleasant situation in the organisation or if something bad has happened to you. In this way CampusAsyl wants to comply with its own values.

## 1 This is what you can do if you have a complaint:

Are you a participant in a group or a member of the organisation? Or you work at CampusAsyl? Have you experienced something unpleasant or is something bothering you? Then you can complain about it. This is how:

You can make your complaint

- By sending an e-mail to our ombudspersons ([ombudsteam@campus-asyl.de](mailto:ombudsteam@campus-asyl.de)). An ombudsperson is impartial. This means that they deal with your complaint neutrally and objectively.

### The ombudspersons are:

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|  Elisabeth Bauermann |  <a href="mailto:elisabeth.bauermann@campus-asyl.de">elisabeth.bauermann@campus-asyl.de</a> |
|  Maen Soufan        |  <a href="mailto:maen.soufan@campus-asyl.de">maen.soufan@campus-asyl.de</a>                |
|  Gabi Eisert       |  <a href="mailto:gabi.eisert@campus-asyl.de">gabi.eisert@campus-asyl.de</a>               |

- By sending it by post to the CampusAsyl office or the ombudspersons.  
Address: Bajuwarenstr. 1a, 93053 Regensburg, Germany
- By writing it down and putting it in our mailbox at Zei3str. 9, 93053 Regensburg.
- By calling the office on the phone: 0941 56803419

The complaint can also be written in your mother tongue. We will then translate the text and find an interpreter if necessary.

## 2 This is how a complaint is handled:

Each complaint is dealt with by the ombudspersons as a team. When the ombudspersons have received your complaint, they will inform you immediately and tell you how they will proceed. The ombudspersons will decide whether to involve other people, such as the board, the advisory board or the office. As few people as possible are informed and your data is kept anonymous.

After that, the ombudspersons can continue in the following way:

- They organize a conversation with the people involved. During the conversation they try to clarify the situation.
- If necessary, they can also contact a specialized service or the youth welfare office.
- If you want to file a report with the police, they can support you.