

## Special situations and complaint procedures

### *Dealing with special situations*

When dealing with problematic cases, it is primarily important for us to achieve insight and awareness among all those involved, thus promoting self-reflection, sensitisation and positive motivation. For the process of problem and conflict resolution, it is essential to care for a healthy and open communication between all parties involved – young students, their parents, bachelor students, teachers, piano accompanists and administration staff.

The staff pays attention to expectations, suggestions and complaints on the part of children, parents, other colleagues and external specialists. All those involved are encouraged to express their opinions and wishes. The colleagues of the Ballet Academy carefully examine what can/should be changed or implemented.

It is important to find a consensus-oriented solution to criticism, conflicts, complaints or suggestions for improvement. Regular dialogue between all those involved is an important factor in identifying and addressing emerging issues early on.

### *Contact persons and complaint bodies*

Depending on the intensity and nature of the individual case, the following contact persons in charge for advice and complaints apply (in case of doubt, it is recommended that those affected first contact the student tutors and liaison persons, who will then agree with them on further steps to be taken):

#### **Student tutors (student body of the Ballet Academy)**

Student tutors can be students within the Ballet Academy as well as older students of other courses. These are available for students of the Ballet Academy:

- as a contact person in general
- for general questions about studying at the HMTM (also for prospective students)
- for students at the beginning of their studies, to provide them with information and help
- as an intermediary between the students and the Ballet Academy or the entire university (e.g. in terms of forwarding suggestions or problems – also anonymously – to the management of the Ballet Academy or to other relevant committees)
- for the organisation of internal actions of the students.

#### **Liaison person**

Students can choose a trusted teacher or a piano accompanist to discuss specific needs or problems and look for possible coping strategies or solutions. The liaison person is allowed by the student to mediate on his/her behalf in further communications, meetings or discussions. Confidential information is subject to confidentiality and, if applicable, to the obligation of secrecy, unless there is a legal obligation to disclose it.

Contact:

Prof. Natalia Hoffmann-Sitnikova

E-Mail: [Natalia.Hoffmann-Sitnikova@hmtm.de](mailto:Natalia.Hoffmann-Sitnikova@hmtm.de)

Maximiliane Hierdeis

E-Mail: [Maximiliane.Hierdeis@hmtm.de](mailto:Maximiliane.Hierdeis@hmtm.de)

David Russo

E-Mail: [David.Russo@hmtm.de](mailto:David.Russo@hmtm.de)

Prof. Mark Pogolski  
E-Mail: [Mark.Pogolski@hmtm.de](mailto:Mark.Pogolski@hmtm.de)

### **Dance physician**

In case of physical stress or psychosomatic symptoms, the dance physician at the Ballet Academy is available. Taking care of the physical and psychological well-being of each student is of central importance. In this respect, the medical and physiotherapeutic care is to be further expanded.

Contact:  
Mark Geifes  
E-Mail: [Marc.Geifes@hmtm.de](mailto:Marc.Geifes@hmtm.de)

### **Board of the Ballet Academy**

The board of directors consists of the head of the institute (chair), his/her deputy and three further members. According to the bylaws of the HMTM (§ 17), the members of the Board are appointed by the University management. The chairperson or his/her deputy acts on behalf of the board of directors and represents it externally. The governing body decides on all fundamental matters of the Ballet Academy, represents it without prejudice to the rights of the University management vis-à-vis the organs of the university and ensures that the Academy can fulfil its duties properly. The Board of Directors is the highest authority within the Ballet Academy for resolving disputes and complaints. The functions of the governing body include:

- advice for students, teachers and staff of the Ballet Academy
- internal and external communication of goals and visions for the Ballet Academy, agreed upon with the entire teaching staff
- organisation of further education and training measures
- organisational issues, financial planning and budget.

Contact:  
Prof. Jan Broeckx (Director of the institute)  
E-Mail: [Jan.Broeckx@hmtm.de](mailto:Jan.Broeckx@hmtm.de)

Simone Geiger Liebreich  
E-Mail: [Simone.Geiger-Liebreich@hmtm.de](mailto:Simone.Geiger-Liebreich@hmtm.de)

Prof. Natalia Hoffmann-Sitnikova (Vice Director of the institute)  
E-Mail: [Natalia.Hoffmann-Sitnokova@hmtm.de](mailto:Natalia.Hoffmann-Sitnokova@hmtm.de)

Prof. Mark Pogolski  
E-Mail: [Mark.Pogolski@hmtm.de](mailto:Mark.Pogolski@hmtm.de)

Prof. Olivier Vercoûtère  
E-Mail: [Olivier.Vercoutare@hmtm.de](mailto:Olivier.Vercoutare@hmtm.de)

### **Parents' Council (for the Junior Study Course students)**

The parents of the Junior Study Course students are regarded as important cooperation partners in the educational work of the Ballet Academy. To promote optimal cooperation, a parents' council is elected once a year. The parents' council should consist of at least two persons and two deputies. The meetings of the parents' council take place at least twice a year. Extraordinary meetings can also be convened for important topics. Tasks of the parents' council are:

- representation of the parents of the young students
- organisations of parent meetings

- participation in parents' evenings together with the management committee
- contacts with individual parents as well as with the board of directors or individual teachers for specific problematic cases and complaint procedures
- meetings with the Board of the Ballet Academy (at least once per semester).

The parents' council also has an advisory function, e.g. for further development of initiatives, spatial and material equipment, teaching times, planning of events, etc.

The Ballet Academy must provide the Parents' Council with appropriate information so that it can exercise its advisory and mediating function.

*Practical advice on how to deal with problematic issues affecting young students:*

In the case of expected critical discussions with the parents, it is advisable to involve a liaison person in order to be able to access the information of a third person, if necessary. Professionalism must be maintained in all discussions. The conversation partner is to be taken seriously – regardless of the topic and the intensity of feelings/needs on all sides. Constructive cooperation for the well-being of the child is the main focus in relation to young students. It is important to clarify the mutual points of view and to work towards a consensus.

**Women's Representative and Commissioner for Gender Equality**

The women's representative of the HMTM and her deputies are available to students and teachers for confidential discussions and advice. Employees of the administration can contact the Commissioner for Equal Opportunities. All commissioners inform, advise and support (discreetly and anonymously) in concrete cases of sexual harassment (also among students and regardless of gender), discrimination or assaults of any kind.

**Contact:**

Women's representative: Prof. Dr. Sonja Stibi

Substitutional Women's Representative: Prof. Sibylle Höhnk

Substitutional Women's Representative: Prof. Andreas Puhani

E-Mail: [frauenbeauftragte@hmtm.de](mailto:frauenbeauftragte@hmtm.de)

**Commissioner for Equal Opportunities:**

N.N.

E-Mail: [gleichstellung@hmtm.de](mailto:gleichstellung@hmtm.de)

**Dean of Studies**

The Dean of Studies is the contact person for students, particularly in the case of problems relating to their course of studies or in light of perceived shortcomings in the quality of teaching. It is also the responsibility of the Dean of Studies to hold any necessary discussions with the relevant teaching colleagues and to clarify the respective concerns. The Dean of Studies maintains contact with the student council in order to be timely informed about problems that are being perceived by students in their study programs.

He/she is available for teachers who wish to discuss topics concerning the implementation of their courses. If necessary, the Dean of Studies will speak with the head of the respective institute or department to ensure that the courses offered comply with the study regulations and that students are adequately supervised.

The Dean of Studies is responsible for the evaluation of teaching, including student assessments. It is responsible for the organisation of quality assurance processes in the area of teaching evaluation. It is responsible for the preparation, implementation and evaluation of these processes and works closely with the Quality Management Office. If the evaluation reveals quality problems in individual courses, an evaluation meeting is held with the respective teacher.

The Dean of Studies also plays a central role in the planning and implementation of professional development initiatives for teachers. Here, the Dean of Studies has a special opportunity to draw conclusions from the feedback from students and teachers as well as from the evaluation results and

to make substantial recommendations so that the quality and diversity of teaching at the HMTM can continue to improve.

Dean of students Prof. Mi-kyung Lee

Tel.: 0173/630 8691

E-Mail: [studiendekanat@hmtm.de](mailto:studiendekanat@hmtm.de)

Consultation hours: On appointment by E-Mail or telephone

Dean of students Prof. Dr. Andrea Sangiorgio

Zimmer L 212 · Luisenstraße 37a

Tel.: 089/289-27869

E-Mail: [studiendekanat@hmtm.de](mailto:studiendekanat@hmtm.de)

Consultation hours: Wednesday 1m-2pm (reservation in advance by E-Mail or telephone)

### **Student representatives (at University level)**

The members of the student council of the HMTM represent the interests and concerns of all students in the two most important committees of the university, the senate and the university council, as well as in other committees such as the library or scholarship awarding committees. They try to eliminate possible communication problems between the different university groups and strive to create the most pleasant atmosphere for studying. The student representatives work together with the student tutors to help new and especially foreign students familiarise with the University. They work closely with the Study Grant Commission in order to make the best possible use of the funds.

### **University management**

The University management consists of the president of the HMTM, the vice president\* and the chancellor of the University. In matters of great urgency and importance, the University management is the highest instance that can be addressed.

Contact:

Prof. Dr. Bernd Redmann (President)

E-Mail: [Bernd.Redmann@hmtm.de](mailto:Bernd.Redmann@hmtm.de)

Prof. Christiane Iven (Vice President)

E-Mail: [Christiane.Iven@hmtm.de](mailto:Christiane.Iven@hmtm.de)

Prof. Klaus Mohr (Vice President)

E-Mail: [Klaus.Mohr@hmtm.de](mailto:Klaus.Mohr@hmtm.de)

Prof. Dirk Mommertz (Vice President)

E-Mail: [Dirk.Mommertz@hmtm.de](mailto:Dirk.Mommertz@hmtm.de)

Dr. Alexander Krause (Chancellor)

E-Mail: [Alexander.Krause@hmtm.de](mailto:Alexander.Krause@hmtm.de)

### **External ombudsman offices**

Sometimes it can be helpful to seek advice outside the university structures. For this reason, the University has set up external ombudsman offices for those affected by abuse of power, sexual harassment or violence: The Munich Women's Emergency Hotline is available for a free anonymous initial psychological consultation. Antje Brandes offers a free initial legal consultation. The costs for an initial consultation are covered by the HMTM.

Counseling Center – Women's Emergency Hotline Munich.

We offer confidential, free and anonymous counseling.

Contact: Ms. Sabrina Courtial, graduate psychologist and psychological psychotherapist

Tel: 089-763737 (Mo-Fr: 10am-1pm und 3pm-9pm)

E-Mail: [info@frauennotruf-muenchen.de](mailto:info@frauennotruf-muenchen.de)

Homepage: <https://frauennotruf-muenchen.de/>

Onlineberatung: <https://frauennotruf-muenchen.beranet.info/>

A free initial legal consultation is offered by attorney Antje Brandes. The costs for an initial consultation are covered by the HMTM.

Contact via the Dean of Studies!

E-Mail: [studiendekanat@hmtm.de](mailto:studiendekanat@hmtm.de)

### ***Complaints procedures***

The complaint procedure is based on the guidelines against abuse of power, discrimination, sexual harassment and violence at the HMTM. The following information and regulations are taken from this document in summary form.

#### **Simple complaint**

The simple complaint, i.e. complaints that can be resolved informally, can be brought to the contact persons named above. The procedure is as follows:

- Making an appointment for a confidential initial consultation with the student tutors or liaison persons of the Ballet Academy, in which the topic will be discussed. If necessary, information is also provided on rights, procedures and options for action, and reference is made to the formal complaints procedure in accordance with these guidelines (as described below).
- In the initial consultation, a further course of action is jointly determined.
- If necessary, a meeting is to be scheduled with all those involved, including the relevant contact persons.
- Depending on the case, the Ballet Academy's Board, the Dean of Studies or the University management may be contacted.
- If necessary, professional mediators from outside the University can also be called in to agree on a procedure acceptable to all parties involved.

The contact person involved is responsible for arranging and implementing the necessary meetings, participants and further procedures as quickly as possible. This also applies to a formal complaints procedure (as described below), if the gravity of the matter requires it. Anonymity wishes and protection needs of the persons concerned must be guaranteed.

#### **Official complaint**

A simple complaint could be transferred to the formal complaint procedure where it is deemed necessary. The procedure in these cases is as follows:

- The person concerned or the contact persons named by the person concerned shall immediately inform the Ballet Academy's Board, the Dean of Studies and the University management.
- The formal complaint must be filed in writing and must contain the following information:
  - description, place and date of the incident
  - persons involved
  - witnesses and evidence (if available)
  - information on measures already taken
  - informed persons.

The University management will inform the Women's Officer in the case of students and teachers affected, and the Equal Opportunities Officer in the case of employees in administration affected by the complaint. The University management or the body charged with carrying out the procedure by the University management will examine the facts of its own motion. The requisite enquiries will be made and information obtained which document the essential procedural steps.

The University management will decide on the basis of the results of the procedures on further measures and possible sanctions, as detailed in the following:

*In the case of an employee against whom allegations have been made:*

- Holding a formal official meeting
- Verbal or written warning
- Written caution
- Termination with or without notice
- Filing of a criminal charge (in the case of a sex crime only after consultation with the person affected)

*In the case of a civil servant against whom allegations have been made:*

- Holding a formal official meeting
- Instigation of a disciplinary procedure and imposition of disciplinary measures which can include reprimands, fines, reduction in salary, redeployment or dismissal from service
- Filing of a criminal charge (in the case of a sex crime only after consultation with the person affected)

*In the case of a student against whom allegations have been made:*

- Verbal or written warning
- Ban on entering University premises
- Exmatriculation
- Filing of a criminal charge (in the case of a sex crime only after consultation with the person affected)

*In the case of third parties against whom allegations have been made:*

- Ban on entering University premises
- Filing of a criminal charge (in the case of a sex crime only after consultation with the person affected)

The HMTM is committed to ensure the quality of teaching and the living environment of the University with all available means.