

Code of Conduct for DESPOGI Youth Meetings for Facilitators



In this publication you will find a code of conduct for gay, lesbian, bisexual and transgender youth groups. This code is meant to help in preventing bullying, gossiping, discrimination and sexual harassment. It describes guidelines to interact for the different actors. It also contains a format for a complaints procedure which must be adapted to your organization.

This version is an update of an original written by Movisie, the Dutch Expertise Centre for Social Work. It was written for the Dutch context of LGBT youth groups and based on Dutch law. To use the code outside the Netherlands, alterations need to be made.

Contents

1	Why this code of conduct?	3
1.1	Who is it for?	3
1.2	Why is it necessary?	3
1.3	More reasons	3
1.4	What would you do?	4
1.5	LGBT youth Platform	Fout! Bladwijzer niet gedefinieerd.
2	Model code of conduct	5
2.1	Definitions	5
2.2	Basic principles	5
2.3	Golden rules for interaction	6
3	Types of interaction by target group	8
3.1	Participants	8
3.2	Group facilitators	8
3.3	The board	12
4	How to use this code of conduct	14
5	Use in discussion groups	15
6	Complaints procedure	16

1 Why this code of conduct?

Sex with a group facilitator? It is against the law. So are sexual relations with minors. This model of a code of conduct describes statutory provisions and other guidelines of behaviour. The code is designed to prevent bullying, gossiping, discrimination and sexual harassment. In other words, it encourages a pleasant and open atmosphere within LGBT (lesbian, gay, bisexual and transgender) youth groups.

1.1 Who is it for?

This code of conduct has been developed for organizations that offer activities for young LGBT people. It can serve as an example to draw up your own code of conduct and complaints procedure.

The largest group of organizations are LGBT youth organizations aiming to support lesbian, gay, bisexual and transgender youths. The young initiators have either set up their own organizations or set up activities under the umbrella of a larger LGBT interest group. They offer a wide variety of social activities, discussion groups, and theme meetings, thus offering a crucial contribution to the empowerment of their own group.

1.2 Why is it necessary?

Sexuality is an important theme for LGBT youth organizations. Their activities help young people to develop a sexual identity. In general, this goes very well. In the group young people support each other, ask questions and learn from each other and the group facilitators. Yet, problems around behaviour or sexuality do occur at times. The participants may experience jealousy, fall in love or feel rejected. Sometimes they fail to clearly mark their own limits, or they may overstep the limits of others. Young teenagers are liable to fall victim to these issues. This is the reason for this code.

1.3 More reasons

A code of conduct ensures that everyone in the organization knows how to address certain problems. It makes sure that participants as well as group facilitators and board members are protected. This enables the young participants to positively develop their sexuality and relational skills. The code of conduct is a tool to protect them against sexual harassment and sexual abuse. In addition, having a code of conduct adds to your organization's professionalism.

1.4 What can you do?

This code includes a complaints procedure which will help you deal professionally with problems in an organization. Here are a few examples of problems where the code of conduct can offer keys to the solution:

Underage participant's parents get in touch with the board of the organization. They claim their child is the victim of sexual harassment. The board suspects that the parents are complaining because they cannot accept their child's homosexuality.

In a conversation group an underage girl and a young adult girl develop a sexual relationship. Their strong feelings for each other and their openly intimate behaviour irritate the other participants. This interferes with the group process.

A young adult boy meets an underage boy during one of the activities. The underage boy goes home with the young adult boy. They have sex with each other but afterwards the underage boy finds the experience disappointing. He makes a complaint about sexual abuse to the organization.

While taking part in a discussion group, an underage boy falls in love with the group facilitator, who is older but still a minor. The feelings are mutual. As sexual contact between these young boys is prohibited legally, the board wants to forbid the relationship.

2 Model code of conduct

Below you will find a model code of conduct. Please adapt this model to fit your own organization.

2.1 Definitions

The following terms are used in this model:

Bully (to): to systematically annoy, humiliate or hurt someone.

Discrimination: any form of unjust distinction between people, for example based on a handicap, sexual preference, ethnicity, gender, beliefs, religion or age.

Minor: underaged boy or girl (under Dutch law this is either 16 years old [age of consent] or 18 years old [regarding pornographic images])

Organizations: organizations or other forms of volunteer co-operation that organize activities for young LGBT people.

Parent(s): the legal representative(s) of a minor.

Participants: young people who take part in the activities.

Rehabilitation: restoring a person's good name and reputation.

Sexual abuse: any form of sexual advances between an adult and an underage person. This includes any form of sexual advances between a group facilitator and a participant. Sexual abuse is a criminal offence. It is prohibited by Dutch law. This also applies to recording or possessing pornographic images of a person younger than 18 years.

Sexual harassment: any form of unwanted sexual advances or any unwanted contact that is experienced as sexual or erotic, for example making sexual comments. This may occur through chatting (MSN) or text messages (sending erotic text or sexually suggestive photographs).

Group facilitators: persons (voluntarily or paid) who assists with the activities.

2.2 Basic principles

The organization strives to maintain an open atmosphere of mutual support. Respect, equality and safety are the main concerns. Bullying, violence (both physical and verbal), abusive language, gossip and provocation are all considered unwanted behaviour. Thus, sexual intimidation, sexual harassment, sexual abuse, and discrimination are not permitted and must be prevented as much as possible.

Aim of the code of conduct

This code of conduct is meant to enable everybody in the group/organization to address other members on their observance of the guidelines. It also means that problems can be prevented at an early stage. In addition, it allows the organization to show parents and others that the organization wishes to treat all participants with care and respect.

Legal context

The code of conduct must contain the legal provisions on sexual harassment, sexual abuse and discrimination. In the Dutch situation there is legislation on:

- Any form of sexual advances on the part of a group facilitator towards a participant.
- Any form of sexual advances towards minors
- Creating images of minors engaging in sexual behaviour
- Every person must be treated equally in equal cases. Discrimination is not permitted.

In addition to this legal context, the code of conduct contains norms and values about respect towards others. In other words, the code contains a description of desirable behaviour and can therefore be used as a so-called manual for all people involved in and working with LGBT youth groups.

Range

The code of conduct is intended for group facilitators, the board, trainees and participants. The board, group facilitators and trainees are responsible for the observation of the guidelines of behaviour.

2.3 Golden rules for interaction

Create an open atmosphere

The organization strives to create and maintain an open and confidential atmosphere in which everyone treats each other respectfully and in which everyone feels free to call others to account about their behaviour.

Set a good example

Group facilitators must set the example: they will show the participants how to behave as well as communicate this to them.

Know the code of conduct and the rules in your country

The board informs the group facilitators about the code of conduct. The group facilitators inform the participants.

Treat information confidentially

Any information on participants will be treated confidentially by the organization and the group facilitators.

Prevent sexual intimidation and sexual harassment

Everyone in the organization strives to prevent sexual intimidation, sexual harassment, sexual abuse, discrimination and other unwanted forms of behaviour.

Be alert

The organization and the group facilitators should be alert to signals which could indicate sexual harassment, sexual abuse, discrimination and other undesirable forms of behaviour.

Be responsible

Anyone observing sexual intimidation, sexual harassment, sexual abuse, discrimination or other undesirable forms of behaviour should take immediate action.

3 Types of interaction by target group

3.1 Participants

Interaction with other participants

Participants will treat each other with respect. If a participant does not behave respectfully, other participants will call him/her to account about it. They will listen to each other and, if necessary, ask for an explanation. The group facilitator may act in the role of mediator. Thus, an escalation of conflicts can be prevented.

Interaction with the group facilitator

The participants accept the role of the group facilitator. If a participant disagrees with the way a group facilitator carries out his/her task, the participant can address the group facilitator about it. If the group facilitator and participant fail to find common ground, they contact the board. Also, participants can turn to a counsellor. Especially if there is any hint of a criminal offence such as sexual harassment, sexual abuse or discrimination involving a group facilitator, participants should get in touch with the confidential counsellor immediately. The counsellor can help to file a complaint with the complaints committee and refer the matter to the police. Of course, a participant can also choose to independently file a complaint with the complaints committee. If a participant is underage, his or her legal representative can also act on his/ her behalf.

3.2 Group facilitators

Interaction with participants

Group facilitators treat the participants with respect. As much as possible, they are aware of the effect of their behaviour on the participants. As it is, sexually intimidating behaviour can sometimes occur unconsciously or unintentionally. For example, standing too close, looking at someone very intently or joking about sex. Group facilitators should be conscious of this type of behaviour and avoid it where they can. Friendly physical contact without any ulterior motive by a group facilitator to show sympathy, encouragement or comfort is accepted normal behaviour. However, prudence is in order – not all participants appreciate (the same kind of) physical contact.

Group facilitators must be particularly careful with underage participants. For example: it is not wise for group facilitators to invite underage participants to their home. And even if a group facilitator is careful, a participant can sometimes feel that he or she has been

mistreated. If a group facilitator is called to account about this, he or she will deal with the matter seriously. If the group facilitator and participant cannot come to terms, they will turn to a confidential counsellor.

It is very well possible that romantic and sexual feelings develop between a group facilitator and a participant. Sexual relations between them are, however, prohibited by law. If such feelings do develop, a group facilitator should discuss it with the board. A possible solution is to transfer the group facilitator to another activity or group. Please note: in such case, participants should not be excluded from the activity.

Confidentiality

Group facilitators must treat all information on participants confidentially. In the case of underage participants, it is important to know that parents are entitled under Dutch law to information on their child possessed by third parties, unless this is contrary to the interests of the child. To avoid difficulties, it is advisable to ask all underage participants if they have any objection to information being passed on to their parents, and to make a written note of this in their files.

In the conversation with the underage participant it is important to ask for the reason he or she objects to information being passed on to the parents. There might be problems at home, and if so, he or she might be helped by being directed to aid organizations for youth with problems or for social work.

If the group facilitator believes that giving information upon a parent's request is not the interest of the participant, the group facilitator or the board must enter a declaration in the participant's file (either the underage participant has personally indicated it or another feasible reason). Thus, the reason for withholding the information can be retraced if the parents file a complaint.

File

It is important to establish a file when a youngster first participates in activities. It is easiest is to keep records by way of a (small) file. Of the utmost importance is the registration in the file of the objection of passing information to the parents.

While keeping a record, it is necessary to follow the rules of the Privacy legislation. In the Netherlands each organization that keeps files must obey the 'data protection law'. Important prerequisites are that it is clear why the file is kept, only the necessary information is

recorded, nothing more, and that no information is passed to parents without the consent of the participant. The files need to be kept in a safe place which can be locked. The board must use, manage and keep the files carefully.

Preventing undesirable behaviour

An important reason why many participants join an activity is to meet other LGBT youths. It is therefore unavoidable that sexual and romantic relationships sometimes develop between participants. If a group facilitator notices that a sexual relationship is developing between a minor and an adult, it is important that he or she informs them directly that this is prohibited by Dutch law.

If a relationship develops between young adults, the group facilitator should be aware that intimate contact between participants may interfere with certain activities. It may, for example, endanger the group process in a confidential discussion group. If so, the group facilitator needs to discuss the situation with the participants. If the problem cannot be solved between them, the board must be involved. After talking to all parties, the board decides whether the participants can continue to take part in the activity and, if so, under what conditions.

Apart from romantic feelings there may be feelings of jealousy and aversion. Some group members might gossip, bully or pester others. It is important that the group facilitators are alert to this and speak to participants who show unacceptable behaviour. It is often wise to discuss these matters outside the group, with only those who are concerned. However, if there is a problem of an unpleasant or hostile atmosphere in the group, it is better to involve all participants.

Tips for discussing undesirable behaviour

- Concretely and specifically describe the behaviour that you have experienced or heard about and, if possible, the effect it has on the group.
- Give a clear description of the desired behaviour.
- Refer to the code of conduct and make clear that this behaviour is against the rules.
- Do not discuss the code of conduct as such.
- Point out the option to file a complaint.
- Discuss undesirable behaviour in a calm manner.

- If you are shocked or feel very emotional about the incident(s), wait for the worst of the shock or anger to pass before you bring up the problem. However, do not wait too long lest the people involved forget what went on exactly.

What to do in case of sexual harassment, sexual abuse or discrimination

Any group facilitator who finds out about sexual abuse, sexual harassment or discrimination, has the responsibility to take immediate action. He or she will inform the board. The board will then talk to the participants concerned. The group facilitator will take part in these conversations. If the victim him/herself prefers not to file a complaint, the group facilitator can file one instead.

What to do in case of domestic violence?

Violence within the home situation, i.e. 'domestic violence', is the most common form of violence. It affects young LGBT people as much as others. There are several forms of domestic violence:

Violence in relationships between partners. Contrary to what is often assumed this also occurs in homosexual and lesbian relationships.

Child abuse. Like all other young people, young LGBT people can be humiliated, beaten or otherwise mentally, physically or sexually abused at home, by their parents or other family members. Abuse of young LGBT people may be triggered by homophobia among family members who reject the victim's sexual preference.

Honour-related violence. In families from traditional, patriarchal 'honour-based' cultures, violence can occur in the name of family honour. If an LGBT person's sexual preference is revealed, the honour of the family is violated. The family may resort to measures to restore the honour and good name of the family. The individual may be ostracised, interned or forced to marry. In the worst-case scenario, the victim may be murdered to restore the family name ('honour killings').

If a group facilitator suspects that a participant is the victim of some form of domestic violence, it is important that he or she undertakes action directly. Logically, the first step would be to discuss the matter as well as possible actions with the participant concerned. It is also advisable to contact a support centre for domestic violence, social work or (women's) shelter.

Interaction with parents

First, it is important that the parents realise that the best thing for them would be to talk with their child. If this is not sufficient, a group facilitator should clearly point out to them the code of conduct as well as the law, and act accordingly. It is important to know that, by law, parents are entitled to information on their children held by third parties. However, third parties are not obliged to provide information if this is in the interests of protecting the child. Therefore, if an underage participant has indicated that he or she does not want certain information to be passed on to his or her parents; this wish will be respected (see also *Confidentiality* on page 8). Any parent who does not agree with this, can file a complaint with the complaints committee.

A parent who approaches a group facilitator with a complaint will always be referred to the board.

3.3 The board

The board implements the code of conduct in the organization and is responsible for a proper execution of the guidelines. When volunteers, participants or group facilitators see that the code is being violated, they must inform the board. Thereupon the board will talk to the persons involved. The victim could be directed to a counsellor. The victim can file a complaint together with the counsellor. In case the victim does not want to file a complaint, this option is open to the group facilitator, depending on the type of violation. Parents with a complaint most often will contact the board first.

If the board receives a report of a violation of the code or a complaint, it should take the following action:

- Form a committee of two board members who are the least involved in the matter.
- Start a formal consultation with the people concerned.
- During this consultation mention the confidential counsellor (see complaints procedure).
- During this consultation mention the complaints committee (see complaints procedure).
- Always indicate that sexual harassment, sexual abuse and discrimination are criminal offences. If the victim wishes, the confidential counsellor will accompany him or her to the police to draw up a statement (see complaints procedure).

- Do not judge or express suspicions; leave this to the complaints committee.
- Take notes on who will take which steps, when and where. Report each conversation, including telephone calls. Give the involved persons the opportunity to react. Keep all emails.
- Make sure the internal communication is clear. Guard the privacy of the people concerned. Prevent rumours by communicating openly and promptly. Do not mention any names but communicate only about the progress of the procedure.
- Temporarily replace the group facilitator for the time that the complaint is being dealt with. This way both parties will be protected.
- Depending on the severity of the complaint, the board can also decide to suspend the accused group facilitator from other tasks that he or she carries out in the organization, if he or she is subject of the complaint. The board could even decide that the group facilitator must refrain from any contact with other participants, until the matter has been settled.
- Co-operate fully with the police if they instigate an investigation after a report or statement.
- On recommendation of the complaints committee, the board can decide that the group facilitator should be rehabilitated, receive a written reprimand, removed from his or her position or deprived of membership of the organization. The board may also decide whether the individual can return to the same position or to another position in the organization.
- If the complaint is unfounded, the board works towards rehabilitation. First, it is important that the board expresses its faith in the wrongly accused and shows understanding for his or her position. Then, the board and the group facilitator discuss which measures should be taken to restore his or her possibly tarnished reputation. What will enable him or her to resume his or her work? The wishes and needs of the accused group facilitator should foremost be respected. It may help to come together with all group facilitators and have them explicitly express their confidence in him or her. The same goes for the participants.

4 How to use this code of conduct

This code of conduct can be used in LGBT youth organizations. There are several ways to make people familiar with the code:

- In job interviews, explain the code of conduct to the applicant or candidate volunteer. All members of the organization must agree with the code.
- The code of conduct plays a central role in the training of new group facilitators.
- The code of conduct is an important guiding principle in the training, coaching and consultation of new group facilitators.
- The group facilitators discuss the code of conduct carefully with the participants at the start of all new activities.
- All group facilitators will be given the leaflet 'Out of line?' and the code of conduct, including the complaints procedure.
- All participants are issued with the leaflet 'Out of line?' in which the code of conduct is briefly explained.
- The code of conduct and the complaints procedure are available at a central place in the organization and are placed on the organization's website.
- Every member of the organization calls other members to account about their compliance with the code of conduct.

5 Use in empowerment groups

Many LGBT organizations have empowerment groups. Group facilitators managing these groups aim to create the conditions for the participants to develop a positive self-image. Crucial conditions are confidentiality amongst the group members and a positive atmosphere. It is therefore recommended to use one of the first meetings with a new group to discuss and agree on desirable and undesirable behaviour. By reading and discussing the code of conduct with the participants, the behavioural guidelines are made clear from the start.

In addition, it is useful to find out about participants' earlier experiences with groups. However, take heed that it may turn out to be a delicate subject. Many young LGBT people have experienced discrimination and bullying. Do not discuss these experiences in too much detail in a first meeting but ask participants if they want to share their ideas on pleasant and unpleasant forms of interaction. How do proper and pleasant groups interact? What are the pitfalls? What do the participants need to avoid these pitfalls? The information that is obtained from this discussion can be summarized in do's and don'ts for the group. It is important that these 'group rules' are not in conflict with the code of conduct but are supplemental.

6 Complaints procedure

Article 1: Definitions

This procedure uses the following definitions:

- a. The organization: an LGBT organization consisting mainly of volunteers.
- b. Complaints committee: the committee referred to in article 3.
- c. Complainant: a person who has filed a complaint. Everyone active within the organization is obliged to report complaints or signs of undesirable and/or unlawful behaviour. This means that complaints can be filed by: a participant or ex-participant, the parents of an underage participant or ex-participant, a group facilitator or trainee, a board member or the entire board.
- d. Complaint: complaint about the behaviour or negligent behaviour of the accused.
- e. Confidential counsellor: the person referred to in article 2.
- f. Accused: a person against whom a complaint has been submitted. This can be one of the following persons: a participant or ex-participant, a group facilitator, an employee or trainee of the organization, a board member, or any other person who is otherwise part of the organization.

Article 2: Appointment and tasks of the counsellor

- 2.1. The board appoints at least one or two counsellors to whom complaints can be addressed. The counsellor may not be a member of the board.
- 2.2. The counsellor is the person to whom complaints can be addressed by anyone who has been confronted with undesirable manifestations or behaviour.
- 2.3. The counsellor discusses with the complainant and the accused if mediation can help to solve their problem. Mediation is a negotiation between two or more parties, for the purpose of solving the problems between the parties. Mediation is only useful when both parties are committed to the mediation and accept the counsellor in his or her role.
- 2.4. The counsellor discusses with the complainant whether the incident gives sufficient reason to file a complaint.
- 2.5. If the complaint relates to a criminal offence, the counsellor always informs the complainant of the possibility of reporting the incident to the police. Upon request the counsellor will assist the complainant throughout the procedure and in reporting the incident to the police.

When needed, the counselor supports the complainant in this procedure.

2.6. In case of sexual abuse or another criminal offence, the counsellor informs the board, and makes sure that the incident is reported to the police by the complainant or by the board itself.

2.7. If necessary or desirable the counsellor refers the complainant to other services, like a social work organization or a relief centre.

2.8. The counsellor can turn to the complaints committee to report any suspicions he or she may have.

2.9. The counsellor observes the greatest possible caution in his or her activities. In that capacity he or she is obliged to maintain confidentiality. This obligation does not expire after the person concerned has concluded his or her task as a counsellor.

NB: a counsellor in the Netherlands is bound legally to confidentiality, but criminal offences must be reported to the police.

Article 3: Instigation and tasks of the complaints committee

3.1. The complaints committee investigates the complaint and advises the board.

3.2. The complaints committee consults the board, on request and independently, on:

- a. whether there are grounds for the complaint
- b. possible measures
- c. other decisions to be taken by the board.

3.3. To protect the interests of all parties involved, the complaints committee will act with the greatest caution when dealing with a complaint. The members of the complaints committee are sworn to confidentiality in all matters they learn about in that capacity. This obligation does not expire after the persons concerned have concluded their task as a member of the complaints committee.

Article 4: Composition of the complaints committee

4.1. The complaints committee consists of a chairman and at least two members. None of committee members are members of the organization associated with the complaint or actively involved with it in any other way.

4.2. The complaints committee is appointed by the board.

4.3. The complaints committee must consist of persons who can reasonably be deemed capable of dealing with complaints.

4.4. The members of the complaints committee appoint their own chairman and deputy chairman.

Article 5: Submitting a complaint

- 5.1. The complainant, with or without the support of the confidential counsellor, files the complaint to the complaints committee.
- 5.2. If the complaint is filed to a body other than the complaints committee referred to in 5.1, the recipient refers the complainant directly to the complaints committee. The recipient is obliged to maintain confidentiality.
- 5.3. The complaint must be filed in writing and signed.
- 5.4. If a complaint is filed orally, the complaints committee immediately draws up a report that is approved and signed by the complainant. The complainant receives a copy of the report.
- 5.5. The complaint must include at least:
 - a. the name and the address of the complainant
 - b. the date of submission
 - c. a description of the complaint.
- 5.6. The complaints committee always clearly enters the filing date on the complaint.
- 5.7. A complaint must be filed within three months after the incident(s) concerned, unless the complaints committee decides otherwise.
- 5.8. After receiving a complaint, the complaints committee must inform the board, the complainant and the accused in writing within five work days that the complaint is under investigation.
- 5.9. If a complaint is declared inadmissible, this is communicated to the complainant, the accused and the board of the organization, including a reasonable explanation.

Article 6: Withdrawal of a complaint

- 6.1. A complaint can only be withdrawn in writing.
- 6.2. If the complainant withdraws a complaint during the investigation, the committee communicates this to the accused and the board in writing.

Article 7: Preliminary investigation

7.1. The complaints committee is authorized to gather all information necessary in preparation of the investigation. It is entitled to make use of experts and if necessary invite them to attend the hearing referred to in article 8. Any financial consequences must be authorized by the board in advance.

7.2. All people attached to the organization are obliged, if requested by the committee, to cooperate with the preliminary analysis, both in writing and orally.

Article 8: Hearing

8.1. The chairman of the complaints committee stipulates a place and time for a hearing where the complainant and the accused are given the opportunity to state their case. This hearing, which is not open to the public, takes place within four weeks after the complaint was filed.

8.2. At a hearing, at least two members of the complaints committee must be present.

8.3. The chairman and the members of the complaints committee are not to deal with any complaint if their impartiality cannot be guaranteed.

8.4. The complainant and the accused are heard separately, unless the complaints committee decides otherwise.

8.5. At the request of the complainant or the accused the confidential counsellor may be present at the hearing.

8.6. The complaints committee can decide not to hear the complainant if the complainant has stated that he or she wishes to abandon the right to be heard.

8.7. A report is made of the hearing. The report contains:

- a. the names and positions of those present
- b. a formal account of what has been said.

8.8. The report is signed by two members of the committee.

Article 9: Recommendation

9.1. After the hearing, the complaints committee confers behind closed doors and formulates a recommendation.

9.2. The complaints committee presents its conclusions to the board in writing, within four weeks after the hearing. This period can be prolonged with another four weeks. The

complaints committee informs the complainant, the accused and the board of a prolongation, including a reasonable explanation.

9.3. In the recommendation, the complaints committee formulates a considered opinion on whether the complaint has grounds or not and informs the complainant, the accused and the board.

9.4. The complaints committee can also formulate recommendations about possible measures to be taken by the board.

9.5. The complainant and the accused both receive in writing the conclusions and the recommendations of the commission.

Article 10: Decision after recommendations

10.1. Within four weeks of receiving the recommendation of the complaints committee, the board informs the complainant, the accused and the complaints committee in writing whether they share the committee's opinion on the complaint. The board also announces whether they intend to follow the committee's recommendation on possible measures. The board's response must be accompanied by the committee's recommendation and the report of the hearing, unless it is reasonable not to do this.

10.2. The board can take the following measures:

- serve the accused with a written reprimand
- remove the accused from his/her position or tasks within the organization
- dismiss the accused as a member of organization
- offer the accused another position
- rehabilitate the accused.

10.3. The decision referred to in 10.1 is made by the board after the accused and the complainant have had the opportunity to defend themselves orally and/or in writing against the board's decision about contemplated measures.

Article 11: Publicity

11.1. The board will make this complaints procedure public at a central location in the organization for inspection and will publish it on the organization's website.

11.2. The board informs all interested parties of this complaints procedure.

Article 12: Approval and revision of the complaints procedure

12.1. In an LGBT organization with the status of an association the complaints procedure is approved by the general meeting of members at request of the board.

12.2. The procedure can be amended or withdrawn by the board after consultation with the confidential counsellor and the complaints committee, observing the current provisions and after a decision by the general meeting.

Article 13: Other provisions

13.1. In matters that are not covered by this procedure the board make decisions in consultation with the complaints committee and the confidential counsellor. In an LGBT organization with the status of an association the board will give account of any decisions at the next meeting of members.

13.2. This regulation becomes effective on.....

The regulation was approved on.....