



PROCEDURE OF REPORT FOR QUEER WORLD

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BACKGROUND – A SAFE ORGANIZATIONAL CULTURE

In Queer World, we want an organization with is characterized by that we:

- Talk with each other – not about each other
- Divide the issue from the person – it is okay to disagree, and we should know that it could be easy to misunderstand
- Show consideration and empathy towards each other
- Give constructive feedback to each other
- Are tolerant, open-minded, and respectful
- Work for safety, trust, open-mindedness, professionalism, and equality
- Seek to learn from each other and our experiences

Everyone who is engaged in Queer World have a common responsibility to develop a culture characterized by mutual respect, both for those who we exist for, our volunteers, representatives (board members), members, and employees.

Leaders and representatives have a special responsibility for securing a good organizational culture. When we have a good organizational culture, it should be a safe experience to report conditions that feels hard, and easy to get support to sort it out.

If a negative organizational culture develops or if critique worthy conditions arise, leaders and representatives have a duty to step in and handle it, or to ask for help.

Queer World's target group have of many diverse backgrounds and identities. Queer World shall contribute to a safe environment for everyone who is in contact with the organization. No one should feel unsafe while attending our activities. Therefore, the threshold for sorting things our when anything goes wrong, or to report anything that one considers critique worthy should be low.

WHAT IS REPORTING?

THE PURPOSE OF THE GUIDE

A good culture for reporting builds on the internal trust in the organization, makes our meeting places safer, contribute to a good work environment, and lays the foundation for learning and growing. Your information can help the organization to achieve this.

Everyone who reports negative organizational culture or critique worthy conditions shall be taken care for by the organization and be confident that the provided information is treated with confidentiality. This guide shall help secure this.

The purpose with this guide is to clarify how to proceed if one wish to report on critique worthy conditions in Queer World, as well as describe how to handle such reports as an employee or board member. The work method described in this guide should also be used when we handle critique worthy conditions without having a specific reporter, but where the leaders observe or are made aware of issues that must be handled.

WHAT IS REPORTING AND CRITIQUE WORTHY CONDITIONS?

- Reporting is to speak up about critique worthy conditions in the organization.
- If an issue can be solved through conversations or arbitration between the two persons, one does not need to report.
- Critique worthy conditions includes for example information about criminality, breach of other statutory injunctions or prohibitions, breach of the organization's ethical guidelines, breach of conditionality, or other internal guidelines, and breach of other general ethical standards.
- Reporting between employees/internal in the work environment is regulated in the Working Environment Act chapter 2 A.
- For more examples of critique worthy conditions, see appendix 3.

TO YOU WHO WANTS TO REPORT: WHEN CAN YOU REPORT AND HOW?

WHO CAN REPORT AND HOW?

- Everyone with a contention to the organization can report.
- You can report written via mail, message, or e-mail, or orally over the phone. You have the possibility to report directly to a board member or to an employee. Read more about how to report "in the line" and who one can report below.
- All reports will be treated with confidentiality and the one who reports have the right to be anonymous. However, it will be easier to investigate the conditions if one known the identity of the reporter. The identity will only be known for the one that receives and handles the report.
- The consideration for confidentiality must in some cases give way if the one who is reported is suspected of personal harassment or assault. The suspected has the right to counter the accusation and must therefore know the details of the report.

WHAT IS REPORTING "IN THE LINE"

First and foremost, all issues should be tried solved as close to the ones involved in it. They should also be solved "in the line", which means that the closest leader should be involved, if there is a need to involve more people. It is the leaders who have the responsibility for the decisions about the follow-ups on the issue, possibly jointly with the next above leader if the nearest leader needs assistance.

The report should thus be given to the responsible leaders in the local chapters (board leader), and to the leaders in Queer World (general secretary, central board members).

If an employee is involved in an issue, an employed leader shall be the one handling the issue (if it is not necessary to involve a central board member).

If the situation escalates or is not possible to solved at a lower level, the issue is moved to the next above leader, the general secretariat. As a last resort, or if the general secretariat is involved in the issue, the leader of the central board will be the upper responsible.

More details about what should be considered is listed below.

WHO ONE SHOULD RECEIVE THE REPORT – POINTS TO CONSIDER:

- If you are comfortable with it, we recommend that you first speak up about the issue with the person it involves. The situation can sometimes solve itself if the person become aware of the situation. Employees can assist with advice/guiding, if desired.
- The reporter should preferably only have to speak to one person so that the report does not result in rumors spreading.
- As a member/user, volunteer, or board member, you decide yourself if you wish to report to a board member (including the board leader) or an employee (including the manager or general secretariat).
- As a board member, you decide yourself if you wish to report to the board leader or the manager/general secretariat, depending on the case.
- As an employee, you can report to the safety representative, the nearest leader, or the general secretariat. It is also possible to report directly to the board leader if you do not wish/cannot report to the safety representative/nearest leader/general secretariat.
- General secretariat e-mail: hanne@skeivverden.no Central board leader e-mail: leder@skeivverden.no
- If you have not achieved any reaction from the first person you reported to, you can report to the next leader, either the general secretariat or the central board leader.
- It is also possible to report on serious situations to Queer World's control committee, which can further the case anonymously to the board leader/general secretariat, or in special instances to the investigate independently, by e-mail kontroll@skeivverden.no
- You can report totally anonymously. Remember that if you report anonymously, it could be harder for us to follow it up and investigate it. More about this in appendix 1 below.
- You always have the right to report on relevant issues to public authorities, such as the police, Økokrim, Datatilsynet, OMOD Center for Social Justice, the Norwegian Labour Inspection Authority. However, it is desired that the report is firstly attempted solved internally as the organization has arranged.

HOW YOU CAN REPORT

- If you are not comfortable to speak up the person it includes, reach out to one of the persons mentioned in the above paragraph, depending on if you are a member/volunteer/board member, or an employee.
- You can report written or orally, over phone, e-mail, or in a letter. Contact information to all employees and board members in the organization is available on www.skeivverden.no/organisasjon
- It is nice to report through a conversation. Reach out to the person you are reporting to in order to arrange a meeting. You could also bring another person for support. Describe the situation and what has happened.
- You can write about what has happened before the conversation, so that it becomes easier to you to tell them.
- If the situation is of a serious nature, also hand a written report to the general secretariat/board leader describing what has happened. Consider if you want to report the situation to the police.

TO YOU WHO RECEIVE A REPORT: FOLLOW-UP OF THE REPORT

THE STEPS IN THE PROCESS

In cases of report, the leader or the one receiving the report should follow this procedure to secure a neat and predictable process for the involved parties:

- A. Election of caseworker in the leader line
- B. Appoint impartial caseworker
- C. Receive and register the case
- D. Take care of the parties and inform about the further process
- E. Investigate the case
- F. Conclude
- G. Inform the parties
- H. Implement any measures
- I. Follow-up and take care

A. ELECTION OF CASEWORKER IN THE LEADER LINE

- The responsible person in the organization that receives the report shall follow up this and ensure that a capable caseworker in the leader line gets appointed (see point B) as soon as possible, and after 3 weeks at the latest.
- The caseworker is responsible for registering and documentation, contact with the parties, and that the claims are investigated as thoroughly as possible depending on the nature of the case. All possible critique worthy situations shall be, as soon as possible, be sorted out.
- All complaints shall be treated by as few people as possible.
- All cases shall be tried solved at the lowest level possible, through a dialog, and with as much trust as the case allows.
- Everyone involved in report cases have a duty to stay confidential.
- Cases that involve employees shall be treated by capable and impartial leaders in the employee line, or by the central board leader.
- The leaders of the local chapters can handle cases that involves the board or cases in the local chapter that does not involve employees or serious/criminal instances, which always should be brought further to the highest level of leaders. If assistance is needed or if there is doubt about impartiality, the manager of the local chapter should be consulted, or the general secretariat if the leader of the local chapter is partial (see B).
- Cases treated in the leader line shall not involve unauthorized persons.
- The caseworker can, if needed, consult the general secretariat (/central board leader) for assistance in coordinating and in central decisions.
- If other leaders other than the nearest leader(s) shall be included, it should only have the purpose of investigating the issue and obtain several perspectives when this is necessary to gain a holistic understanding and balances picture.
- In cases that involves employees, the nearest leader can seek to solve the case independently and turn to the general secretariat or central board leader for support if necessary, or if the case involves serious breach of trust.
- If the case involves the general secretariat, the central board leader or the vice chairman seek to solve the case.

- If the case involves the central board leader, the leader of the control committee and a neutral party in the board can seek to solve the case.
- Virket can be contacted for advice and assistance. The general secretariat and central board leader shall be consulted before contacting Virket.

B. IMPARTIALITY:

- Decide if you or someone else is best suited to handle the case. If in you are in doubt, or if you are not the right person to handle the case, or if you need assistance, further the case to the nearest employed leader (or central board leader). Appoint an impartial caseworker to handle the case. The caseworker shall lead the investigation, holds the overall responsibility for registration, contact and follow-ups of the parties, and decide if the other persons should be consulted to illuminate the case sufficiently.
- It is important that the caseworker is impartial and can relate impartially to the content of the report.
- It is normal that the persons know each other, but it must not be close personal relationships with one or two of the parties' caseworkers.
- The caseworker must not have a self-interest in the outcome of the case.
- The caseworker must not have a problematic personal relation to the issues the case involves (for example if the person has an unprocessed experience with bullying, a case about bullying can be difficult to handle impartially).
- The caseworker shall have completed a course in the handling of reports, and in other ways have sufficient competence to handle cases.
- Cases that involve serious breaches of trust (for example suspicion of offense), shall always be consulted, or transferred to the highest level of leaders.
- Impartiality is important both in securing that one can trust the outcome and for the involved parties to be able to have trust in the process.
- If there is anything that makes the leader impartial or if they have too close relations to the case, reach out to the employer organization, Virke, for neutral assistance.

C. RECEIVE AND REGISTER THE CASE

- Document the process from the beginning (the date of receiving the report, how it got processed and the way forward).
- If there has not been received a written complaint that describes what the report is about, consider asking for a written description. This is especially important if it involves issues between employees.
- Case documents shall be stored responsibly and in accordance with the applicable and current GDPR law.
- The reporter shall be informed that the provided information will be shared with the accused person if this is necessary. Describe this with writing.
- State that you have a duty to make a report on meetings. This is done for the report to be documented and so that it becomes rightfully displayed for further processing. The report from the meeting must be approved by central parties that have been present in the meetings that is reported on. No unauthorized persons will have access to the meeting report, except from those who will process the case. Get consent about this before proceeding.

D. DEADLINES, TAKING CARE OF, AND INFORMATION FOR THE INVOLVED PARTIES:

- The reporter and the accused should as soon as possible, and after 3 weeks at the latest, receive information about the further processing of the case. This shall include information about who is appointed as the caseworker, what type of case processing the employer will follow, and when the involved parties can expect a conclusion.
- The accused shall receive a reasonable deadline (for example 2 weeks) to answer to the association.
- Investigation shall begin as soon as possible, and after 3 weeks at the latest.
- If there are any delays in the process and the timing for the expected feedback is shifted, the involved parties must receive information about this.
- This information shall, as far as possible, be shared through a physical meeting. Remember to clarify the need for information that each party has and try to meet this to the greatest extent possible. Write down what is agreed upon at this point in time and make sure that you have understood each other.
- Have the offended person physical security as a first priority and take care of them.
- Show respect and empathy for the accused as well. Always listen to all parties in the case. There can be several reasons to why the situation escalated.
- Divide the facts and personal (involved parties or your own) experience of the situation.
- Take care of the personal privacy of the involved parties – do not share information unnecessarily and always with the affected parties informed consent.
- The accused shall have the opportunity to explain themselves, and the possibility to sort it out when this is possible.
- The reporter and the accused shall be informed about what measures that are implemented to investigate the case unless this will weaken the investigation. Personal privacy shall always be taken care of.
- When the case has found a solution or is completed, the reporter shall be informed unless the result is subject to confidentiality. Nevertheless, the reporter should always be informed that the case is completed.

E. INVESTIGATE THE CASE

Before the investigation begins

- If arbitration is possible, the person processing the complaint shall seek to arbitrate – with both parties present in the room, or with both parties in individual meetings.
- The purpose of the investigation is to find out if there is a breach of the Working Environment Act, Queer World's guidelines (written in the personnel handbook, the ethical guidelines, etc.), other offenses or if there are situations where the employer should sort out in another way.
- The scope of the investigation will be dependent of how comprehensive the case seems to be when one receives it. The caseworker should make themselves acquainted with the matter and Queer World's guidelines in before the beginning the investigation. If needed, reach out to the general secretariat (/central board leader) for advice and guidance.
- Make a schedule together with the one that, possibly, assists with the investigation.
- The process must not take too much time, but it is also important to secure a sound investigation and case processing.
- With suspicion of economic irregularity/crime in an association, the police shall be reported to.

- In severe situations that is considered reported to the police, no matter when this is brought up in the process: seek advice from the police about how the case should be further treated in the organization. It is the general secretariat or the central board leader that reports to the police (phone 02800).
- Consider on an ongoing basis if the accused can/should be excluded from positions and/or activities, suspended or granted a leave in anticipation of the investigation. This shall always be considered in cooperation with the general secretariat (/central board leader).

How to investigate the case

- After speaking to both the reporter and the accused, a structured conversation with the purpose of clarifying the situation and elaborate the case should be implemented (see own paragraph about these conversations).
- Highlight the names of other persons who can illuminate the case and investigate if there is any documentation.
- Cases that are reported anonymously shall also be investigated. However, these cases are more complicated to investigate in those cases where the report includes bullying, harassment, sexual harassment, or assault. This is because the accused party's possibility to counter the accusation, in other words to be heard with their own version of the situation, is weakened when central details about the case is missing.
- An important principle is that one should speak with as few as possible, but nevertheless enough people to obtain the needed information. Those that becomes involved in such conversation are subject to confidentiality.
- It could be necessary to interview those involved on several occasions.
- If there exists written documentation that could be relevant, for example copies of conversations, e-mails, or reports for meetings, these should be obtained.
- The employer has the responsible to consider how comprehensive the investigation should be. However, the investigation should be sufficient and as illuminated as possible so that the caseworker can reach a conclusion.

F. CONCLUDING

- Based on the investigation, one should consider whether there is a breach on the Working Environment Act, other laws, Queer World's guidelines, or if whether there are situations that the employer should sort out in another way.
- The employer must consider an appropriate format for concluding the investigated case, for example a report, note, letter, or e-mail. This will, amongst others, depend on how extensive the case is.
- The conclusion shall, regardless of scope, be written to ensure that it is controllable and transparent.
- Before the final conclusion, the parties shall be invited to a reading of the investigation including the tentative conclusion. This shall be done in separate physical meetings for both parties.
- The written material/report is strictly confidential and shall never be shared. The reason for this is that the report can include sensitive information about others than the one reporter and the accused. The report is considered as the employer's private property and the employer is responsible for responsibly storing of the information.
- The written material/report shall be read orally or read by the parties in the room. If any persons that shall stay anonymous are mentioned in the written material, the anonymity shall be ensured prior to the reading.

- What is considered “enough time” to read through to obtain sufficient time to go through the report and, if necessary, give feedback on whether the caseworker for example has misunderstood, been unnuanced, or not clear enough, must be agreed upon prior to the reading. Feedback at this point might cause the caseworker to investigate the case further.
- When the investigation is complete, the caseworker must conclude. If external persons have investigated the case, their conclusion will be used as a guide for the employer’s position and further processing of the case.
- If there is a breach of the Working Environment Act, other laws, or the organization’s internal guidelines, the employer has a duty to implement measures so that the breach ceases and that the employee’s psychosocial working environment will again be considered sound, as in accordance with the Working Environment Act.
- The employer must especially consider:
 - o Is there a breach of the Working Environment Act §4-1 (2) 2 – adverse mental strain?
 - o Is there a breach of the Working Environment Act §4-3 (1) – Integrity and dignity?
 - o Is there a breach of the Working Environment Act §4-3 (3) – improper conduct?
 - o Is there a breach of the Working Environment Act §4-3 (3) – harassment?
 - o Are there any other breaches?
 - o Additionally, there could be questions whether the complaint considers situations that conflicts with Queer World’s own guidelines. If this is the case, one must consider how the guidelines describe the present breach.
- If there is not a breach of the Working Environment Act, other laws, or Queer World’s own guidelines, it will normally not be considered using the labor law as the reaction. See further below for other types of measures that can be implemented.
- It can nevertheless be that the investigation uncovers situations that the employer, with consideration of the working environment, should sort out. This could be professional disagreements, unclear assignments, inappropriate leadership, or smaller cooperation problems. In such situations, it will most often be helpful and advised that the employer implement measures, maybe in cooperation with the safety representative, consider establishing a working environment committee, and/or receive assistance from external consultants, such as Virke. Read more about the possible measures and support material under point H. “implement possible measures”.

G. INFORM AND TAKE CARE OF THE PARTIES

Which measures that becomes implemented depends on the severity of the case.

- Measures could for example be
 - o Arbitration (more about arbitration in conflicts: <http://maq.idebanken.org/konflikt/5/>)
 - o Guidance
 - o Teambuilding
 - o Facilitation of the work
 - o Clearer division of roles and responsibilities
 - o Formal warning
 - o Relocation and change of work assignments
 - o In severe cases, resignation can be necessary

- It is important that the employer of the nearest leader ensures that the measures are being carried out.
- Cases that result in serious breach of trust in the form of resignation or police report shall be processed by the central board.
- If someone has acted in conflict with Queer World's guidelines, they shall receive an offer for conversations and guidance that could solve the issue.
- If there is a breach of trust, the case is severe, repetitive, and/or arbitration and conversations does not solve the issue, the accused shall receive a warning about possible consequences, such as exclusion and/or resignation. Such warnings shall be stored safely by the employer for two years.
- If the case includes illegal situations directed towards the organization, the police or another appropriate public control body shall be informed.
- If there are no breaches, the employer should normally not implement measures according to the labor law (see also point K). However, the investigations can uncover other conditions such as, off consideration for the working environment, should be addressed. A good working environment, with a clear leadership that focuses on preventing and which addresses challenges early on reduce the risk of new conflict arising. For more information about this, see for example: <http://materiell.idebanken.org> (can also be found in Queer World's SharePoint files).

H. FOLLOW-UP AND TAKING CARE

- The employer shall ensure that the parties are as good as possible taken care for, both when the case is being processed and after the case has been completed.
- The employer shall consider if one should offer health assistance to one or more involved parties. This shall be considered in all phases after receiving the report.
- Make clear agreements with the involved parties according to their necessities.
- Ensure through written communication that you have all understood each other considering expectations about information and follow-ups.
- Agree on a time for a follow-up after 3-6 after the case has been concluded.

HOW TO TAKE CARE AND HANDLE MEETINGS WITH THE REPORTER AND THE ACCUSED? TAKING CARE OF THE REPORTER

- The reporter has the right to receive information regularly about the process, as long as they are not anonymous.
- The reporter shall be informed about who becomes involved, as long as this does not weaken the investigation or personal privacy.
- The reporter shall be protected from retaliation from the organization or the accused. Retaliation can be warnings, resignation, harassment, change in position, and more.
- Nevertheless, if there reporter experience retaliation, they shall as soon as possible report this to the central board by e-mail: leder@skeivverden.no , or to the control committee by e-mail: kontroll@skeivverden.no . The concerned reporter shall as soon as possible be followed-up.

TAKING CARE OF THE ACCUSED

- The one receiving the report shall not take a position to what has actually happened until both sides of the issue has been investigated in accordance with the nature of the case.
- It is normal for a case to have sides, and the accused shall not be judged without investigation.

- The accused shall be treated with dignity, given the opportunity to speak about the case from their perspective.
- Measures: it can be suggested measured based on the process, although the question of guilt cannot yet be determined. The measures shall take care of both parties' necessities depending on the situation it is reported on.
- If there is an agreement that the accused has acted in a critique worthy manner, the accused shall have the opportunity to settle if the situation does not include a severe breach of Queer World's guidelines or rules.
- If there is issued a warning or measures, it shall be specified for how long such a warning will be stored.
- In all instances shall the person be treated with dignity.

GUIDELINES FOR THE MEETING WITH THE REPORTER

- Create a plan for the meeting based on the points below.
- Set the frames for the meeting:
 - o Welcome the person(s) and sit down somewhere you can speak undisturbed.
 - o State that you have set aside for example two hours for the meeting. You can agree on if you need more time.
 - o The reporter can choose to be anonymous. However, it will make the investigation easier if the reporter provide their name and contact information. The identity of the reporter will only be known by the one that received the report, unless something else is or becomes agreed upon. It is easier to stay anonymous in cases where there has been received several reports on the same person.
 - o State that you have the duty to write a report on the meeting. Explain that this is done for the report to be documented and for it to be rightfully displayed for further processing. The meeting report must be approved by the reporter. No one will have access to the meeting report, except from the ones who process the case. Obtain consent about this before proceeding.
 - o Ask the person to begin writing down what has happened.
- Proceed with the meeting:
 - o Be open, listen, investigate, be honest and calm.
 - o Ask open-ended questions, using formulations and questions such as *tell me more, how, and what*.
 - o It is important that you ensure that you have understood the person correctly. This can be done by repeating their message, for example *do I understand you correctly that...*
 - o Ask questions that will provide you insight in what the other person is feeling and what they might need.
 - o Discuss if the police should be reported to. This is a consideration that is difficult to make clear instruction on because it considers the individual experience. Find out together what is best for this case.
- Tell them about the further process:
 - o The meeting report if proofread and rewritten before it is sent for approval.
 - o Inform that you must also complete a conversation with other party. Both parties must be heard for a good and due process. This should be done as soon as possible.

- If there is a need for the board to decide on whether the accused should be excluded from activities or positions, the board must receive information about the ongoing case. Such cases shall be processed in the first upcoming board meeting, so inform the reporter about when this meeting will happen. You must confirm with both parties when the case will be discussed. Remember! In severe cases, the general secretariat/central board leader shall be involved, and the case shall thus be furthered to the central board.
- Conclude the meeting and tell the person to contact you if they have any questions or need anything. Clarify the need for information and describe the next step in the case in a such a realistic timeline as possible.
 - Agree on how to keep in touch.
 - Discuss if there is a need for follow-ups by health services.

GUIDELINES FOR THE MEETING WITH THE ACCUSED

- Create a plan for the meeting based on the points below.
- Set the frames for the meeting:
 - Welcome the person and sit down somewhere you will not be disturbed.
 - State that you have set aside for example two hours for the meeting. You can agree on if you need more time.
 - State that you have the duty to write a report on the meeting. Explain that this is done for the report to be documented and for it to be rightfully displayed for further processing. The meeting report must be approved by the accused. No one will have access to the meeting report, expect from the ones who process the case. Obtain consent about this before proceeding.
- Proceed with the meeting:
 - Ask the person to read through the report.
 - Pay attention to whether the person needs a break to gather themselves before you move on.
 - Ask the person to tell you about their story and listen on how they position themselves regarding what has become known through the report.
 - Be open, listen, investigate, and be honest and calm.
 - Ask open-ended questions with formulations such as: *tell me more, how, and what.*
 - It is important to ensure that you have understood the person correctly. This can be done by repeating the person's message, for example: *do I understand you correctly that...*
 - Ask questions that will provide insight into what the other person is feeling and what they might need.
 - Say something about the severity of the case and whether it will be reported to the police.
- Tell them about the further process:
 - The meeting report if proofread and rewritten before it is sent for approval.
 - If there is a need for the board to decide on whether the accused should be excluded from activities or positions, the board must receive information about the ongoing case. Such cases shall be processed in the first upcoming

- board meeting, so inform the reporter about when this meeting will happen. You must confirm with both parties when the case will be discussed. Remember! In severe cases, the general secretariat/central board leader shall be involved, and the case shall thus be furthered to the central board.
- Timeline for processing: provide a realistic explanation of the further process and suggested time for conclusion. Keep the accused up to date.
 - In cases involving sexual harassment or sexual assault, the accused must be excluded from any activities or positions until the case is completed.
- Conclude the meeting and tell the person to reach out if they have any questions or other needs. Clarify the need for information and describe the next steps in the case in such a realistic timeline as possible.
- Agree on how to keep in touch.
 - Discuss if there is a need for follow-ups by health services.

APPENDIX 1: ELABORATION AND SPECIAL CONSIDERATIONS DURING THE PROCEDURE

PROTECTION AGAINST RETALIATION

Employees or volunteers who in good faith report on critique worthy situations or fraud shall be protected against any form of retaliation, as in accordance with the Working Environment Act §2A-2.

In this context, this protection means that Queer World will not remove, suspend, threaten, harass, or discriminate the employee who report on such situations.

Any breach on this shall be reported to the most superior leaders.

Employees that are suspected of critique worthy situations or fraud must be considered innocent until the opposite is proved.

FALSE REPORTING

Queer World will not tolerate false reporting.

If the employee, with knowledge and will, provide a false report, this may result in consequences for the work relations. False reporting can also result in legal actions.

Burden of proof: it is the employer or the hiring business that must make probable that the report has happened in conflict with the rules, for example that it does not consider critique worthy situations or that the report has been irresponsible. This will strengthen the employees and hired people's legal position, and will contribute to a low threshold for reporting, see Working Environment Act § 2A-1 (3).

ANONYMITY

The reporter can choose to be anonymous. However, it will make the investigation and process easier if the person provide their name and contact information. The reporter's identity will only be known by the person who receives the report, unless something else is or becomes agreed upon. It is easier to maintain anonymity in instances with several reports accusing the same person.

It is demanding to investigate a case involving bullying, harassment, or other unacceptable conduct if the name of the accused is not provided, or if the reporter wish to be anonymous. Considering contraindication (the right to be able to counter accusations), it is important that the accused know what they are accused for and who has reported it. Contraindications must be heard for the case to be concluded.

In other cases, than those mentioned, anonymity can usually be maintained, for example if the case considered economic fraud.

The employer must maintain confidentiality about sensitive personal information, and carefully consider who needs to be informed about the case for providing an appropriate process.

POLICE REPORTS

The reporter and the receiver of the report should consider whether the situation should be reported directly to the police for investigation.

In cases that is reported to the police, Queer World refer to the Working Environment Act's regulations regarding the accused if the consequences following the investigation is likely to affect the employee's ability to perform their work.

SUSPENSION

The investigation can raise questions about suspension an employee. Suspension entails that the employee will not be able to perform their work temporary.

If suspended, the employee does not have a right to stay at the workplace, but the employee does receive their salary.

To make use of this law, decided and specific rules for case processing shall be followed before the possible suspension. The employer organization Virke shall be contacted if this is considered. One can find the rules regarding suspension in the Working Environmental Act § 15-13.

COOPERATION

The leaders shall have the main responsibility and coordinate, cooperate, and assist caseworkers that of impartiality or other considerations is placed to investigate critique worthy situations and fraud.

APPENDIX 2: OFFER OF CONVERSATIONS POST THE REPORT

We are all different and a situation can be considered critical for one person but be experiences as normal for someone else. To have a need to a conversation is individual and is decided by the person that experiences the situation. It is therefore important that the leader asks each individual whether this is something the person wants.

A conversation can be offered with an external person, or an internal in the organization. Conversations can only be carried out internally if the involved person's privacy and integrity can be appropriately protected.

Internal: In Queer World, there are persons with competence in carrying out such conversations with persons who are in, or have been through, difficult or critical situations. The conversations enable the volunteer or employee that have experienced a critical

situation to be able to vent about their experiences and gain knowledge and skills on how to handle their own reactions. All conversations are confidential.

How do you get a conversation?

- Reach out to the general secretariat or the central board leader – these are the owners of the conversations post reports. One can also contact the leader of the local chapter to gain an overview of the resources with this competence.

If it feels to intimate to have a conversation with someone within one's own organization, the leader can provide external resources.

APPENDIX 3: WHAT ARE CRITIQUE WORTHY SITUATIONS?

Critique worthy situations could be breaches of the law, breaches of internal rules or guidelines, on ethical norms, or other critique worthy behavior.

If is not possible to have a complete list over all critical situations because each individual case is unique. We list some examples here:

Harassment and bullying

Harassment is when a person is exposed for unwanted negative actions or behaviors, omission, or utterance which work to or have a purpose of being violating, scaring, hostile, suppressive, or humiliating. This could for example be unwanted sexual attention, teasing, exclusion, or hurtful joking. Harassment can both be individual instances, or something that happens multiple times. If it is an individual instance, it needs to be of a certain degree of severity to be considered harassment. If the negative or violating actions are happening in a systematic manner over time, it is considered bullying, which is a form of harassment.

Sexual harassment

Sexual harassment is any form of unwanted sexual attention that has the purpose of being violating, scaring, hostile, suppressive, humiliating, or annoying.

Sexual harassment includes verbal, non-verbal, and/or physical contact that extends from misinterpreted jokes/communication to blackmail, rape, or other sexual acts.

Sexual assault

Sexual assault is defined as any sexual act that is violating, without consent, or that the offended has been blackmailed, pushed, or manipulated into.

Sexual harassment can also be sexual assault.

Discrimination

Discrimination is treating people unequally. The background for discrimination could be gender, ethnicity, religion, disability, sexual orientation, or age.

Use of social media across principles

The usage of social media such as Facebook, Twitter, Instagram, YouTube, and Snapchat have changed the way we communicate, and is used by private persons to communicate, share news, share marketing, political opinions, and public information.

Volunteers and representatives in Queer World act on behalf of the organization and shall therefore not share opinions that stands in conflict with Queer World's principles on social media.

Negative organizational culture

A negative organizational culture can develop with an unethical behavior, spreading of rumors, internal humor that works as being excluding, rough use of language, and gossiping. This could be due a person being allowed to act in a manipulative way, that breaches confidentiality, or situations where punishable behavior is hidden due to friendships. Accidents in activities can be hidden, or someone might provide false reports to enhance their own position and situation.

Economic fraud

Economic fraud could be situations where persons take advantage of their position in Queer World for their own gain and that hurts Queer World. This could be usage of Queer World's resources for private use, use of resources that conflicts with Queer World's or the donor's guidelines in a way that results in private gain, starting of a competing organization, theft of money from Queer World's account, use of resources to private purposes, or causing damage to Queer World's private property without reporting it.

Alcohol or other drugs

Social events with Queer World shall be including for everyone who participate, and the goal is for as many as possible to be able to attend. In such contexts, consumption of alcohol and its consequences can be excluding and be experienced as uncomfortable for some people. Queer World therefore wish that the consumption of alcohol is done in moderations at the events arranged by Queer World. One shall not drink alcohol when one is working at an event. Illegal drugs must not be used.

Events for the young and children are totally free of any drugs.

Evaluations

Evaluations of whether there arises information in the report that is to be considered as critique worthy is up to the receiver of the report to investigate. It must be considered if there is a need for a more thorough investigation to reach a conclusion about this in each individual case.