



T.S.Z.W.U. Avalon
Academielaan 5, 5037 ET Tilburg
Website: www.tszwvavalon.com
Mail: board@tszwvavalon.com

As of writing this document, the association referred to as T.S.Z.W.U. Avalon is officially registered as S.W.A.T. Avalon. For the purposes of this document, these two names are interchangeable. T.S.Z.W.U. Avalon will be used throughout this document as it is the intent of the association to officially change its name in due course.

Confidant (VCP) Guidelines

To ensure a safe, fun, and welcoming environment for all members of T.S.Z.W.U. Avalon, a confidant (VCP, vertrouwenscontactpersoon) exists as a safe space to report any violations of the code of conduct, unwanted advances and/or any other behaviour/situation which can make members feel unsafe.

It is the job of the confidant to assess the situation and act accordingly.

General

1. The primary objective of the VCP is to always strive for social safety in and around the association.
2. It is forbidden to serve as board member and VCP at the same time.
3. No one may serve more than five years as VCP.
4. Any member may become VCP.
5. A VCP can only be voted out during a general members meeting with a simple majority or by resigning.
6. A candidate VCP is appointed by the board whenever a former VCP retires or when they want to challenge the current VCP during a general members meeting. The candidate is to be voted in during a general members meeting.
7. The board should always strive to find a candidate VCP who they deem fit for the job. (Emotional) maturity, relevant experience, or study may be taken into consideration.
8. Any member may approach the VCP at all times for matters concerning the association or its members. This can happen verbally, through WhatsApp, using the official email address (vcp@tszwvavalon.com) or via a letter clearly addressed to the VCP.

Confidant (UCP) Guidelines



T.S.Z.W.U. Avalon
Academielaan 5, 5037 ET Tilburg
Website: www.tszwvavalon.com
Mail: board@tszwvavalon.com

9. The UCP is equally available to all members. The UCP is required to review cases as objectively as possible and to not favour any member over another.
10. Formal complaints about other members are to be sent to the UCP email (vcp@tszwvavalon.com) or by letter clearly addressed to the UCP. Complaints that go through any other means of communication cannot be considered as a formal complaint.
11. When a formal complaint is filed, the UCP is obligated to investigate the case with care, precision and to the best of their abilities.
12. The UCP must always strive to engage with all involved parties, without bias, whilst keeping as much information anonymous as possible.
13. The UCP is obligated to respond to formal complaints within two weeks by letter or email.
14. Any formal complaint has to be registered in the UCP log.
15. Any formal type of warning, punishment or member dismissal must be registered in the UCP log.
16. The UCP does not have the power to give members official warnings or other punishments; warnings and other punishments are given in combination with the current board.
17. In case the board is included in an official complaint, the UCP is to escalate to FOSST (Federation of Student Sports Tilburg).
18. Any complaints about the UCP are to be sent to the current board. If a member does not feel safe in doing this, they are to escalate their complaint to FOSST (Federation of Student Sports Tilburg).

Meetings

19. Members are able to schedule 1 on 1 meetings with the UCP.
20. At the request of the member in question, other members may be asked to be present during the meeting.
21. At the discretion of the UCP, but always with the explicit agreement of all parties, a meeting can be held with all parties involved.



Privacy and Data Storage

22. Contact with the UCP is as confidential as possible. The UCP may share information with board members or other UCPs at their own discretion if it is deemed necessary for handling a situation or for the safety of the association.
23. A UCP should take as many precautions as possible to keep members who report to the UCP anonymous if the complaint is deemed serious.
24. To ensure continuity, UCPs are able to access a general log created and maintained by previous UCPs. These logs must contain as little information as possible, namely the name of the member in question, dates of meetings, and possible warnings and agreements. These logs are kept for seven years, after which they will be removed.
25. Every UCP keeps a detailed log of complaints received and cases reviewed for seven years. These logs can be requested by any sitting UCP if a member comes in contact with the UCP and the logs show that the member in question has had contact with a previous UCP. These logs need to be encrypted and stored safely by the UCP for seven years. After which they will be permanently deleted.
26. As per GDPR rules, members have the right to request all information known about them to the association. However, the UCP logs (both general and UCP-specific) are not accessible by any board (current or otherwise). This information is only known to UCPs. Therefore, a separate request should be filed with the current UCP, who can then check the logs to see if any other UCP has detailed complaints and/or case files.
 - a. Requested information which also includes sensitive data on other (former) members, must be redacted.
 - b. The expected retrieval time of these documents is a month. Due to the sensitive nature, the involvement of UCPs who may have served more than six years ago and the possible need to redact some of the included files for sensitive information.
27. At the end of a UCP term. The outgoing UCP is responsible for archiving, downloading, storing and subsequently deleting all emails from the web server. Before allowing the new UCP to take control of the UCP email address. This needs to happen on the day of the switch as no emails can get lost. These emails need to be stored securely by the outgoing UCP for seven years.