



## **‘Professional behaviour and animal welfare’ help desk**

### ***What help does the help desk offer?***

Utrecht University and UMCU place a high value on the professional behaviour of its staff and students, including their professional responsibility with regard to animal welfare. Within education, research and patient care (Faculty of Veterinary Medicine), you may be confronted with behaviour by colleagues, lecturers, students and animal owners that does not comply with the legal or ethical frameworks for animal welfare.

If such a situation arises, it is important that you report it within your own work or education situation and discuss it with your supervisor, lecturer or tutor. But occasionally, this may not result in a solution, leaving you in a difficult situation. In that case, you can call on the ‘Professional behaviour and animal welfare’ help desk, which has been created for the staff and students of the Faculty of Veterinary Medicine, the faculties of Science and Medicine, the GDL and the UMCU, which all deal with the ‘laboratory animal chain’.

The help desk focuses on finding strategies for solutions within your faculty. The help desk is not intended for conflicts with colleagues, study recommendations, animal welfare recommendations or harassment. For harassment issues, please contact [Jeanette van Rees](#). If you have questions or complaints about conditions or incidents at work, please contact the Utrecht University confidential advisor [Paul Herfs](#) (for employees only).

### ***How do I submit a report?***

There are several ways to contact the help desk and submit a report:

- Via the special telephone number: 030 253 5200.
- Via e-mail: [meldpuntprofessioneelhandelen@uu.nl](mailto:meldpuntprofessioneelhandelen@uu.nl)
- Via the [Professional behaviour and animal welfare help desk registration form](#)
- Visit the confidential counsellor’s office: [Nienke Endenburg](#) (Faculty of Veterinary Medicine, Yalelaan 2, Nieuw Gildestein, room 0.29)

The confidential counsellor will then invite to a personal and confidential meeting where you can report the incident and provide more detailed information. The counsellor is obliged to keep the information private.

### ***What will happen with my report?***

When you submit a report, it will be dealt with confidentially. This means that your name will only be known to the help desk confidential counsellor, who will review your report to determine if it is eligible for further investigation. He or she will choose from among the following alternatives:

- *Not to investigate the report*  
The confidential counsellor will not investigate anonymous reports, nor those that have already been rejected for further investigation. He or she will not interfere in current appeal procedures.
- *Referral*  
If the person submitting the report requests a referral, or if the report is not pertinent to the 'Professional behaviour and animal welfare' help desk's area of responsibility, then the confidential counsellor will refer the report to the proper organisation. This is done if the person submitting the report has not attempted to solve the report within their own work or education situation.
- *Report to the Dean*  
If the report involves an infraction of the law, the confidential counsellor may decide to report the issue to the Dean and/or license holder involved.
- *Discuss with the reflection team\**  
The confidential counsellor will discuss the report with the relevant reflection team during their monthly meeting. There are two reflection teams: one specifically for the Faculty of Veterinary Medicine and one for Animal Testing that deals with reports from the Faculty of Science and the Faculty of Medicine, the UMCU and the GDL. The confidential counsellor will monitor the further conduct of the process.
- *Refer to the Advisory Board \*\**  
In the event that the report does not make sufficient progress, the confidential counsellor may decide to refer the matter to the Advisory Board in order to get the process moving forward again.
- *Suspension of the process*  
If the 'Professional behaviour and animal welfare' help desk confidential counsellor has decided that the report is substantive, but the person submitting the report begins an official procedure outside of the faculty, then the report will be suspended.

#### \* Reflection team

The reflection teams consist of contact persons from various departments at the faculty involved. These contact persons also act as a bridge between the reflection team and the departmental management teams (MTs). The reflection team supports the confidential counsellor when looking for a solution to the problem. The team meets once per month to discuss the cases received and to determine the possible strategies for solution.

## **\*\* Advisory Board**

The Advisory Board consists of the Dean of the Faculty of Veterinary Medicine, the Professor of Animal Welfare, the Professor of Animals and Law, the Chairperson of the KNMvD, the Director of the Utrecht Animal Welfare Body, the human resources confidential counsellor for Utrecht University and the 'Professional behaviour and animal welfare' help desk confidential counsellor. The Advisory Board is charged with creating the conditions within which the 'Professional behaviour and animal welfare' help desk can perform its task.

### **Within which time period can I expect my report to be dealt with?**

When you indicate that you would like to schedule a meeting with the confidential counsellor, he or she will contact you within two working days to arrange a meeting. During the meeting in which you submit your report, you will also discuss the time frame within which you can expect an answer from the confidential counsellor, and whether the answer will be verbal or in writing. This time frame can differ from case to case, depending on the nature of the report. Each report will be dealt with anonymously during the next meeting of the reflection team.