

# What To Do in Case of Conflict

The University of St.Gallen offers various points of contact in the event of workplace conflicts or difficult working relations:

## Primary HSG contact

### Supervisor

If you experience conflicts or difficulties at your workplace or in your research environment, please contact your supervisor in the first instance.

If you are unable to resolve matters with your supervisor, or if contacting your supervisor is impracticable or inexpedient, we suggest you proceed as follows:

### Head of PhD Office

#### Questions concerning your PhD studies

The Head of the PhD Office provides confidential advice and, with your consent, mediates in conflicts related to your PhD studies and PhD agreement. The PhD Office also performs a triage function.

### Executive Director

#### Programme-specific issues

The executive director of your PhD programme provides confidential support with all programme-specific questions or conflicts.

### Chair of Thesis Committee

#### Procedural issues

The chair of your thesis committee provides confidential support with procedural issues concerning your thesis.

### Integrity Office

#### Suspected violation of scientific integrity

Any suspected violation of scientific integrity should be brought to the attention of the University's Integrity Office.

### Diversity & Inclusion

#### Equal opportunities

The Diversity & Inclusion team provides advice and information on ensuring equal opportunities in higher education, academic careers, executive appointments and work-life compatibility.

### Counselling Services

#### Staff and student counselling

The University's counsellors offer guidance on personal and university-related issues and help staff and students to cope with and resolve stressful situations. In addition to individual and team counselling, the counselling team provides psychological and psychotherapeutic expertise. Consultations are subject to confidentiality.

### Head of Human Resources

#### Employment-related / contractual issues

HR consultants provide confidential advice and, if you agree, conflict mediation. They are committed to protecting you and your health. If applicable law is violated, consultants must investigate and may no longer be able to treat your information confidentially. The other advisory services mentioned here are bound by an unlimited duty of confidentiality.

### Pastoral Care

#### Protestant and Catholic faiths

The University's chaplains offer pastoral care and counselling in difficult personal and professional situations. Chaplains work independently of the University and are bound by professional confidentiality and official secrecy.

If you are unable to resolve matters with your supervisor, or if contacting your supervisor is impracticable or inexpedient, we suggest you proceed as follows:

## External contacts: "Whistleblowing Office" and "Ombuds Office"

### Whistleblowing Office

You may contact the Whistleblowing Office if you suffer or witness unlawful behaviour at the University, including violations of laws, regulations, duty of care and other unfair behaviour. Contraventions include conflicts of interest, financial offences, breaches of scientific integrity and data protection, academic and personal misconduct.

### Ombuds Office

#### Mediation

The Ombuds Office seeks to resolve conflicts and difficult situations informally. Meetings are confidential and aimed at finding amicable solutions before a conflict escalates.