

**KROK UNIVERSITY**  
**REGULATIONS ON THE POLICY AND PROCEDURES FOR RESOLVING**  
**CONFLICT SITUATIONS AT KROK UNIVERSITY**

*Translated into English from the official version  
and approved by the Rector of KROK University on July 07, 2021*

## 1. General provisions

- 1.1. The Regulation on the Policy and Procedures for Resolving Conflict Situations at KROK University (hereinafter referred to as the Regulation), related to discrimination, corruption, and sexual harassment, governs the measures aimed at improving the quality of education and enhancing work efficiency at the University. Its purpose is to ensure transparency in processes directed at resolving conflict situations and problems in the shortest possible time.
- 1.2. This Regulation has been developed to prevent conflict situations among all University employees and students. It outlines the application of measures for conflict prevention, the algorithm of actions in cases of conflict resolution, and the methods for managing such situations.
- 1.3. The Regulation has been developed in accordance with the Constitution of Ukraine, the Labour Code of Ukraine, the Laws of Ukraine “On Higher Education,” “On Education,” “On Principles of Prevention and Combating Discrimination in Ukraine,” “On Prevention of Corruption,” “On Amendments to Certain Legislative Acts of Ukraine Regarding Countering Bullying (Harassment),” “On Ensuring Equal Rights and Opportunities for Women and Men,” the University Charter, the University’s Internal Labour Regulations, orders and directives of the Rector, and other regulatory documents.
- 1.4. The following terms are used to implement the objectives of the Regulation:
  - Conflict situation – a situation that objectively contains clear prerequisites for a conflict.
  - Discrimination – a situation in which an individual and/or group of individuals, based on race, skin color, political, religious or other beliefs, gender, age, health conditions, ethnic or social origin, citizenship, family or financial status, place of residence, language or other characteristics (whether actual or perceived), faces restrictions in the recognition, exercise, or enjoyment of rights and freedoms in any form as defined by the Law of Ukraine “On Principles of Prevention and Combating Discrimination in Ukraine,” except in cases where such restriction has a legitimate, objectively justified aim and the means of achieving it are appropriate and necessary.
  - Conflict – a clash of opposing interests and views, tension and extreme aggravation of contradictions leading to active actions, complications, and struggle accompanied by complex collisions; a situation in which each party seeks to take a position incompatible with the interests of the other party.
  - Bullying (harassment) – actions (acts or omissions) by participants in the educational process involving psychological, physical, economic, or sexual violence, including through electronic communication, committed against a minor or by a minor against other participants in the educational process, resulting in or potentially resulting in harm to the victim’s mental or physical health.
  - Corruption – the use by a person specified in Part 1 of Article 3 of the Law of Ukraine “On Prevention of Corruption” of their official powers or related opportunities to obtain an undue benefit or accept such a benefit or a

promise/offer of such a benefit for themselves or others; or the promise/offer or provision of an undue benefit to a person specified in Part 1 of Article 3 of this Law, or at their request to other individuals or legal entities, with the aim of inducing that person to unlawfully use their official powers or related opportunities.

Corruption offense – an act containing signs of corruption committed by a person specified in Part 1 of Article 3 of the Law of Ukraine “On Prevention of Corruption,” for which criminal, disciplinary, and/or civil liability is established by law.

Sexual harassment – actions of a sexual nature expressed verbally (threats, intimidation, obscene remarks) or physically (touching, patting) that demean or offend individuals who are in educational, employment, service, financial, or other subordinate relationships.

## **2. General Principles of the Conflict Prevention Policy**

2.1. In order to prevent conflict situations related to discrimination, corruption, and sexual harassment at the University, heads of structural units, deans of faculties, directors of educational and research institutes, colleges, and academic group curators (hereinafter referred to as unit heads) are obliged to:

Create a favorable socio-psychological climate within the team;

In communication with subordinates and higher education students, always demonstrate competence, organization, integrity, honesty, fairness, and high standards; show goodwill and tolerance, respect the personal life of subordinates/students, and avoid giving advice in this area;

Conduct pedagogical conversations with students and, if necessary, ensure they receive psychological support from psychologists working at the University’s Educational and Research Institute of Psychology;

Establish trusting relationships with students;

Create objective conditions for neutralizing personal causes of conflict situations, specifically by adhering to the principle of social justice in decisions affecting the interests of students, employees, and faculty members.

2.2. To prevent conflict situations, discrimination, and sexual harassment at the University, the following are prohibited:

Discriminatory statements (containing offensive remarks about individuals based on gender, appearance, clothing, sexual orientation, etc.);

Harassment (unwanted behavior toward an individual and/or group of individuals that aims to or results in the humiliation of their human dignity based on certain characteristics, or creates a tense, hostile, offensive, or disrespectful atmosphere toward such individuals);

Hate speech (statements containing insults, threats, or incitement to violence against a particular person or group) based on race, skin color, political, religious or other beliefs, gender, age, health conditions, ethnic or social origin, citizenship, family or financial status, place of residence, language, or other characteristics.

- 2.3. In the event of a potential conflict situation, unit heads must promptly identify and respond to it within their unit. If it is not possible to manage and resolve the conflict independently, they must address the situation constructively with specialists and relevant individuals.
- 2.4. Heads of structural units must constructively resolve conflict situations between “faculty member – student” using strategies of cooperation and compromise, minimizing the opponents’ negative emotions, and relying on the high moral and professional qualities of the faculty member.
- 2.5. The University’s student self-government bodies actively cooperate with heads of structural units in the prevention and resolution of conflict situations.

### **3. Commission for Conflict Resolution**

- 3.1. To resolve conflict situations, including those related to corruption, discrimination, and sexual harassment at the University, a Commission for Conflict Resolution (hereinafter referred to as the Commission) operates as a permanent working body.
  - 3.2. The composition of the Commission is approved by an order of the University Rector and functions on a permanent basis.
  - 3.3. The Commission includes the First Vice-Rector, the Vice-Rector for Academic and Corporate Governance, the Head of the Legal Department, Deans of Faculties, Directors of Educational and Research Institutes, Colleges, and Heads of Student Self-Government Bodies.
- The Chair of the Commission is the Vice-Rector for Academic and Corporate Governance.
- 3.4. In its activities, the Commission is obliged to adhere to the principles of respect for privacy and protection of personal data of the participants involved in the conflict situation.
  - 3.5. The form of the Commission’s work is meetings.
- Decisions of the Commission are made by a simple majority of votes of those present.
- 3.6. Commission meetings are conducted by its Chair or, upon their instruction, by the Deputy Chair.
  - 3.7. Issues discussed during meetings are documented in minutes, which are signed by the Chairperson and the Secretary of the Commission.
  - 3.8. To resolve a specific conflict situation, a working group is formed by order of the Commission Chair. This group consists of no fewer than five members of the Commission and must include the head of the structural unit where the conflict situation occurred.

### **4. Procedure for Conflict Resolution**

- 4.1. Two methods of conflict resolution are provided at the University: formal and informal.

- 4.2. If University employees and/or students believe that their rights have been violated and it is not possible to resolve the conflict through negotiation, they may submit a complaint to the Commission.
- 4.3. A complaint (in written form) is submitted to the Commission (via the registration procedure in the Department of Human Resources and Document Support, Room 142). The complaint must include a description of the rights violation, the time when the violation occurred, facts and possible evidence supporting the complaint, the complainant's full name, group/position, and contact phone number.
- 4.4. Complaints that do not meet the requirements of Clause 4.3 of this Regulation regarding the indication of the complainant's full name will not be considered.
- 4.5. A complaint may be submitted within 30 days from the date of the act (or its discovery), or from the date when the complainant should have become aware of the act.
- 4.6. Upon receipt and registration of the complaint, the Chair of the Commission forms a working group in accordance with the requirements of Clause 3.4 of this Regulation.
- 4.7. After receiving the complaint and consulting with a representative of the working group, the complainant has the right to choose one of the methods for resolving the conflict situation.
- 4.8. In the case of informal conflict resolution, the working group, if necessary, obtains written clarifications and additional details from the complainant regarding the specific situation and sets a date for a joint meeting with the parties to the conflict. This meeting must be scheduled no later than 10 calendar days from the date the complaint is received.
  - 4.8.1. On the scheduled date, the working group holds a meeting with the participants of the conflict situation. If one of the parties is unable to attend without a valid reason, the meeting is held without them.
  - 4.8.2. The working group reviews the complaint, provides consultations to both parties, and proposes solutions to the specific conflict situation that do not involve disciplinary decisions by the University administration.
  - 4.8.3. If a mutual agreement is reached, the informal procedure is considered complete.
  - 4.8.4. At the request of the parties, the mutual agreement is documented in writing. A copy of this agreement is kept by the Commission for five years.
- 4.9. The formal method of conflict resolution is applied in the following cases:  
If the complainant chooses the formal procedure;  
If the alleged offender refuses to participate in the informal procedure;  
If no mutual agreement is reached through the informal procedure.
  - 4.9.1. Within the formal procedure, upon receiving the complaint, the working group must inform the University administration and, within 10 working days, hold a meeting to determine whether the complaint falls within the competence of the working group. If necessary, the group obtains written clarifications and additional information from the parties involved in the conflict (date, place,

- time, individuals involved, witnesses, etc.).
- 4.9.2. Within 30 calendar days from the date of receiving the complaint, the working group holds a meeting attended by the complainant, the alleged offender, witnesses, and other individuals who may provide relevant information.
  - 4.9.3. The review period for the complaint may be extended by no more than 15 calendar days, subject to a decision by the working group. In this case, the total duration for resolving the conflict situation must not exceed 45 calendar days from the date the complaint was received.
  - 4.9.4. If necessary, the working group may consult or request information from University employees who are not involved in the conflict situation.
  - 4.9.5. If the conflict situation involves a minor, the working group must hold a meeting with the minor's parents (legal representatives) and invite them to the session.
  - 4.9.6. Based on the formal conflict resolution procedure, a written decision is prepared and signed by all members of the working group and the parties to the conflict. Each party receives a copy of the decision.
  - 4.9.7. Based on the decision of the working group, the University administration takes measures as defined by the legislation of Ukraine.
  - 4.9.8. A copy of the decision and materials related to the conflict resolution procedure are kept by the Commission for five years.
  - 4.10. The application of this Regulation does not exclude the possibility of applying the provisions of current Ukrainian legislation for the protection of individual rights.

## **5. Final Provisions**

- 5.1. The current version of the Regulation is published on the official website of the University.
- 5.2. All amendments and additions to this Regulation are made by issuing the corresponding order.