

Overview of Points of Support and Advice for Students

- Everyone studying and working at LUC is bound to the codes of conduct formulated at the Leiden University level. All codes of conduct for specific areas (from scientific integrity to use of buildings) can be found on this [website](#).
- This document provides an overview of the people and bodies currently available to students if they need support or advice about various issues and complaints, and reflects standing practices.
- The nature of the support or advice, and possible next steps are not specified because they will vary according to individual needs and specific characteristics of the case in question.



**Universiteit
Leiden**

Leiden University College
The Hague

Personal Issues

In case of daily life issues, your RA can provide a listening ear and a helping hand.

If your problems are more serious, you can book an appointment with one of the SLCs. They can also help you find more specialised help outside of LUC if needed.

Sometimes personal issues interfere with social life. The SLO can provide advice and support.

Sometimes personal issues interfere with academic life, then make sure to also discuss this with your course instructors and one of the SAs. You can also ask your AA for guidance.

There are also several options for **student support** at Leiden University (outside of LUC).

Interpersonal Issues

Interpersonal issues or conflicts are ideally resolved between the parties involved. If this does not work out, several options are available to get advice/support:

Within LUC:

- For any issues: the RA and/or the SLO can provide advice and support.
- For issues between a student and staff member, the SLO, the SLCs, and the SAs can provide advice and support. If needed, the Dean can also be consulted.
- For complaints about behaviour that violates house rules: DUWO (the landlord).

Outside of LUC:

- The independent **Confidential Counsellor** can listen, give advice and support, and provide information on how to resolve the issue including information on how to submit a formal **complaint about unacceptable behaviour**.
- The independent **Ombuds Officer** deals with complaints from students who feel they have been improperly treated by a University staff member or body. They can assist in filing formal **complaints about improper treatment**.
- In case of **illegal behaviour**, such as theft, vandalism, violence, sexual harassment, discrimination, etc., you can also **contact the police online** (or phone 0900-8844). For emergency situations, call 112.

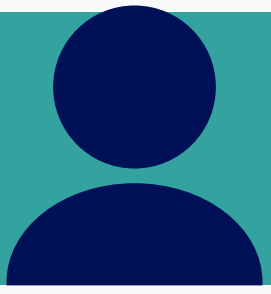
LUC Issues

Individual complaints about courses are ideally discussed with the course instructor, for individual complaints about assessments that cannot be resolved with the course instructor, contact the BoE.

If the complaint addresses a structural issue with a course or (part of) the program, you can contact the student representatives of the PC or the MC or ED.

For complaints or suggestions about facilities, finances, or the community: the CC student representatives or the OM.

Fortuna and **Coasters** have their own complaints procedures for issues regarding their events and activities.



PEOPLE

AA

Academic Advisor (advises students on academic life, one designated AA for first years, MC and other academic staff for 2-3-year students)

Dean

Giles Scott-Smith

Responsible for LUC as a whole

ED

Hanne Cuyckens

Educational Director: coordinates and oversees the programme

MC

Major Convener: coordinates and oversees the major

OM

Kim Duistermaat

Operational Manager : oversees facilities and finances

RA

Residential Assistant: facilitates student life on a floor

SA

Study Advisor: advises about study planning, study skills

SLC

Student Life Counsellor: professional psychological support

SLO

Lenore Todd

Student Life Officer: facilitates student life overall).



BODIES

BOE

Board of Examiners (quality of assessment)

CB

College Board : LUC general management

CC

College Council: advises CB

DUWO

landlord, in charge of housing contract

PB

Program Board: decides about program structure and content

PC

Program Council: advises PB

FORTUNA

LUC's student association

LUC PEOPLE, BODIES AND CONTACT LINKS (2022–2023)

PEOPLE

- AA = Academic Advisor (advises students on academic life, one designated AA for first years, MC and other academic staff for 2-3-year students)
- **Dean** = responsible for LUC as a whole
- ED = **Educational Director** (coordinates and oversees the programme)
- MC = Major Convener (coordinate and oversee the majors)
- OM = **Operational Manager** (oversees facilities and finances)
- RA = Residential Assistant (facilitates student life on a floor)
- SA = **Study Advisor** (advises about study planning, study skills)
- SLC = **Student Life Counsellor** professional psychological support)
- SLO = **Student Life Officer** (facilitates student life overall).

BODIES

- BoE = **Board of Examiners** (quality control)
- CB = **College Board** (LUC general management)
- CC = **College Council** (advises CB)
- **DUWO** (landlord, in charge of housing contract)
- PB = **Program Board** (decides about program structure and content)
- PC = **Program Council** (advises PB)
- **Fortuna** = LUC's student association