

Confidential Adviser Protocol

The Zuiderlingen Theatre School

1. Purpose of This Protocol

The Zuiderlingen Theatre School strives to provide a safe, respectful, and inclusive environment for everyone involved. This protocol describes the role, responsibilities, and working methods of the confidential adviser.

The confidential adviser provides an accessible and independent point of contact for individuals who experience undesirable or boundary-crossing behavior or who feel unsafe.

2. Who Is the Confidential Adviser For?

The confidential adviser is available to all individuals involved with The Zuiderlingen Theatre School, including students, parents/guardians, teachers, volunteers, board members, management, and other stakeholders.

3. When Can Someone Get in Touch?

The confidential adviser may be contacted regarding undesirable or boundary-crossing behavior, such as bullying, discrimination, intimidation, sexually inappropriate behavior, aggression, violence, abuse of power, exclusion, stalking, or any other situation in which someone feels unsafe.

The confidential adviser may also be contacted in cases of doubt.

4. Position and Responsibilities of the Confidential Adviser

The confidential adviser acts independently, carefully, and impartially. The confidential adviser supports those involved in clarifying their situation and determining appropriate next steps.

Responsibilities include, among other things:

- receiving and supporting individuals making reports;
- providing information about options and procedures;
- offering guidance during conversations or complaints procedures;
- referring individuals to appropriate support services or experts;
- identifying structural issues and advising on social safety.

The confidential adviser:

- does not take sides;
- does not make decisions on behalf of the organization;
- does not investigate guilt or liability;
- does not impose sanctions;
- does not represent any of the parties involved;
- does not provide therapeutic or legal assistance.

5. Personal Issues

When a student approaches the confidential adviser with personal or (semi-)therapeutic issues, the confidential adviser first assesses whether there is a connection to the activities, classes, or persons involved with the theatre school.

If no such connection exists, the confidential adviser has only a listening, supportive, and referral role.

If the issue is related to the theatre school, management will be involved so that appropriate follow-up actions can be determined in accordance with the applicable internal procedures. To safeguard the independent position of the confidential adviser, any contact with teachers involved will take place through management.

In cases involving signs of serious safety concerns or situations for which a legal duty of care or reporting obligation applies, action will be taken in accordance with applicable laws, regulations, and internal procedures.

6. Procedure Following a Report

1. The reporting person contacts the confidential adviser for a confidential conversation.
2. The situation, the persons involved, the consequences, and the wishes of the reporting person are discussed.
3. Possible next steps are explored, such as a conversation, an informal resolution, mediation, a report to management or the board, a complaints procedure, or referral.
4. If desired, the confidential adviser provides support during follow-up and aftercare.

7. Confidentiality

The confidential adviser treats all information provided as confidential and will not share it without the consent of the reporting person.

An exception may apply when there is a legal obligation to disclose information or when disclosure is necessary to prevent serious harm or unsafe situations. Whenever possible, this will be discussed with the reporting person beforehand.

8. Minors

Because The Zuiderlingen Theatre School works with minors, careful consideration is given to which information can remain confidential and when parents, guardians, or other responsible authorities must be involved.

The interests and safety of the minor always take priority.

9. Duty to Report and Serious Safety Risks

In cases involving signs of domestic violence, child abuse, neglect, sexual abuse, sexually inappropriate behavior, or other serious forms of unsafe situations, action will be taken in accordance with applicable laws and regulations and the procedures established within the organization.

The confidential adviser may provide advice in such situations but does not assume the responsibilities of the board, management, or other designated officials.

10. Record Keeping and Privacy

The confidential adviser maintains only a limited and necessary record of reports. These records are processed confidentially and securely in accordance with the General Data Protection Regulation (GDPR) and are destroyed no later than five years after the report has been concluded.

11. Reporting

Each year, the confidential adviser submits an anonymized report to the board regarding the number of reports received, general trends, and any recommendations for improving social safety. Personal data are not included in this report.

12. Protection of Reporting Persons

No one may suffer disadvantage as a result of reporting a concern, complaint, or incident in good faith. The Zuiderlingen Theatre School promotes a culture in which concerns can be discussed safely without fear of disadvantage or retaliation.

13. Final Provision

In situations not covered by this protocol, the board and management will decide with due regard for applicable laws and regulations and the principle of maintaining a safe learning and working environment.

Adopted by the Board of The Zuiderlingen Theatre School on 5 October 2026.