

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 lend an 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 Study Advisors. You can also ask your Academic Advisor 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 Policy Advisor, the student representatives on the Programme Council (PC) or the **Education Team**.

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.



LUC PEOPLE, BODIES AND CONTACT LINKS (2023–2024)

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)
- MTL = Major Team Lead (coordinate and oversee the majors and oversee major teaching team)
- 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)
- PC = **Program Council** (advises PB)
- **Fortuna** = LUC's student association