Procedure for Complaints Regarding Violations of the Anti-Discrimination Code of Conduct and Complaints under the AGG

Berlin Global Village (BGV) is committed to creating an environment that supports people who experience discrimination, harassment, bullying, or abuse of power. BGV takes every complaint seriously.

Ombudspersons

The ombudspersons are **a voluntary point of contact** where you can **submit your complaint anonymously**. If you wish, your complaint will not be forwarded to the BGV management. The ombudspersons **will listen to you and help you decide how you would like to proceed with the incident**. They can forward the complaint to the internal or external contact point if you wish. A complaint can only be referred to the external contact point if BGV management is involved in the case.

Internal Contact Point (BGV Management)

BGV management is **the central point of contact for everyone associated with the center.** You can also report a possible violation of the Anti-Discrimination Code of Conduct to assigned Managing Director. Management **documents the incident, clarifies the situation, and decides what measures need to be taken.** Complaints are not confidential from the Managing Directors. Management may also involve external bodies, particularly if management itself is involved in the case.

The following is an example of how management might handle a conflict that can be resolved amicably between the parties:

1. Situation Analysis

- Management speaks with everyone involved to understand the conflict.
- If power imbalances exist, management works to address them by providing support.
- Management reviews all relevant policies and legal requirements and develops a plan to resolve the conflict.

2. Joint Discussion

- Where appropriate, everyone involved meets for a facilitated discussion.
- Each party describes the conflict from their own perspective to clarify any misunderstandings.

3. Resolution and Implementation

- Where appropriate, everyone involved works together to find a solution.
- Agreements are documented in writing to prevent future misunderstandings.
- A new plan is drawn up to implement the solution, clarifying responsibilities and deadlines.

4. Follow-Up and Feedback

- It is checked whether all agreements reached as part of the resolution are being honored.
- After some time, the process is evaluated, and everyone has the opportunity to provide feedback.
- The parties agree on matters of confidentiality.

AGG-Complaints Contact Point: BGV Management

BGV management serves as the AGG complaints office for BGV employees. All complaints received through this channel are followed up in accordance with legal requirements.

External Contact Point

In individual cases, the external contact point provides **support with complaints under the Anti-Discrimination Code**, as well as complaints submitted to the internal AGG complaints office. It documents the facts of the case and assesses whether discrimination or a violation of the Code of Conduct has occurred. It then recommends measures to the internal contact point.