

Do you want to put forward an official complaint to ESU anonymously?

Max 3 to 7 days (ideally)

Send an email directly to the Presidency or any member of the Hacks of your choice.*

*If the complaint concerns the Presidency, it will be handled by the EC. In all other cases, the Presidency (if applicable in consultation with the Hacks who received the complaint) will deal with it.



(Click here)



(Click here)



(Click here)

Use the form on the website.

The complaint goes to the Head of Secretariat who forwards it to the Presidency, unless the complaint is about a presidency member, then it goes to the EC.

In case of a complaint having been put forward during an ESU event and/or in case of high urgency, the duration of the process will be shortened accordingly.

Start of Procedure

Understanding situation & determining course of action

The procedure may include (depending on the content of the complaint & level of anonymity):

- Meeting with you
- Meeting with the victim (if you are only a witness) to determine their wishes
- Meeting with the accused/perpetrator (if applicable)

ESU starts the process

Possible courses of action include but are not limited to offering mediation, warnings, sanctioning or the dismissal of the complaint. In case of criminally relevant complaints, the course of action is to be determined according to the victims wishes and ESU will support as far as it is possible for the organisation.

Further inquiry needed (e.g. due to lack of information or unclear situation) or attempts of mediation/ warnings failed.

Restarting the process to determine a new course of action

Informing complainant and potential victim and accused of the decision.

*Formal and separate information for the complainant, potential victim and accused/perpetrator of decisions/outcomes and possibility to appeal.

Max 30 days (ideally)

If deemed relevant, a short file about the event will be stored with the Head of Secretariat to allow for monitoring of repetitive behaviours.

Possibility to appeal to the decision for the complaint, victim and accused/perpetrator. In this case the process of investigation that had been taken will be reevaluated against the reasoning for the appeal. A decision taken after the reevaluation/restart of the process will be final.

You will find a more detailed description of the procedure in the full version of ESU's CoC.

(Click here)