

Procedure in a discrimination case

If there are incidents of discriminatory behaviour, there are defined procedures for clarification and processing that are transparent and understandable for all parties involved.

a) Contact point for discrimination

The first point of contact for anyone who observes discriminatory behaviour is the pedagogical director (or their deputy) of the Kinderhaus.

This responsibility is communicated on the website and at information events organised by the Kinderhaus.

Parents and professionals are encouraged to report discriminatory behaviour without fear of negative consequences. The report can be made in person, in writing (e.g. via a letterbox) or digitally.

b) Reporting an incident involving children

If the incident takes place in the observing person's own group, they inform the team of professionals in this group and the head of the day-care centre in a protected room (without any children present).

If the incident takes place in a group not belonging to the observing person, the observing person informs the childcare centre management.

The leader contacts the team of the group in question and discusses the next steps. These include working through, developing and organising the topic with the children.

If the behaviour is clearly discriminatory on the basis of origin, appearance, gender, physical disability or age, the group's specialist staff will first inform the parents of the children concerned as well as the management. In consultation between the management, the group team and the parents concerned, all parents in the group or possibly all parents in the childcare centre are informed about the incident and the activities that have taken place and are planned.

c) Reporting an incident between adults

If an incident is observed by another adult (another professional, parents, other people in the childcare centre), the person observing the incident informs the management. The latter will inform the Management Board.

The management discusses the next steps with the Executive Board. A statement on the incident is requested, which is treated confidentially.

d) Reporting an incident in connection with an external offer/cooperation

If the incident takes place as part of an external service, a (research) project or a collaboration, the management and the Executive Board are informed. The Executive Board will take over further clarification with the organisation or person offering the service. For this purpose, a statement on the incident as well as the clarification measures of the organisation or person is requested, which is treated confidentially. On this basis, the Executive Board decides on the continuation of the service or cooperation. The management clarifies the further procedure in the groups with the team.

e) Responsibility

If children or specialised staff are involved in the situation, the management takes over the clarification and thus the responsibility. If the management deems it appropriate or if it is requested by the persons involved, the responsibility and further clarification of each incident is handed over to the board.

If the situation involves bodies or offers that the Executive Board has decided on, the Executive Board takes over the clarification and thus the responsibility. The Executive Board clarifies who is responsible within the Executive Board. Ideally, this should be two people.

In all other cases (e.g. if parents are involved or positions or offers that the board has not decided on), the management and the board agree on who will take over the clarification.

f) Situation analysis

Once the report has been received, the responsible office will promptly conduct an initial meeting with the persons involved in order to clarify the incident, the intention and the impact. This involves analysing the situation (Who was present? Which children, which adults? Where and when did it take place? What exactly happened (behaviour) and what happened as a result (effect?)) and hypotheses about the cause (What were the children/people trying to achieve? What is the need behind it? What did the person want to say? Are there people who feel hurt by this?) All those involved are given the opportunity to present their point of view. The incident is documented objectively and without judgement. If necessary, external experts (e.g. anti-discrimination agencies, counselling centres, mediation) are consulted. The documentation is treated confidentially.

g) Action plan

Based on the analysis and documentation, an action plan is developed to deal with the incident and prevent recurrences.

This plan can include, for example, educational measures, discussions with those involved, structural changes or public relations work. The defined steps are implemented promptly and consistently.

h) Parental involvement

The parents of the children directly involved will be informed about the incident and the planned measures in a confidential discussion. Care is taken to ensure that communication is respectful and factual and, in particular, no individual children, families or persons are named or singled out. The aim is to explain the situation, outline how the children's home has dealt with the incident and take the parents' point of view into account.

Parents are invited to actively participate in the development and implementation of prevention measures.

i) Protection of personal rights

Throughout the entire process - especially in the action plan and in the event of a complaint - the personal rights of all persons involved are respected. Personal statements or accusations are not made public, but only documented confidentially as part of the situation analysis if necessary. The entire procedure is aimed at strengthening awareness of diversity and respectful interaction with one another.

j) Evaluation and reflection

After a set period of time, reflection meetings are held with the parties concerned to evaluate the impact of the measures and adjust them if necessary. The aim is to ensure that the discriminatory behaviour no longer occurs. Observations, conversations or feedback from the professionals are used for this purpose. All parties involved pay attention to the children's reactions in the following period and report further behaviour if necessary. The entire process is documented.