"The GO-to-Team"

Guidelines

Version 06.01.2025

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List of acronyms

CET	*Comité d'Encadrement de Thèse* (supervisory committee)
DS	Doctoral School(s)
DSHSS	Doctoral School in Humanities and Social Sciences
DSSE	Doctoral School in Science and Engineering
UL	University of Luxembourg

1.   Aim

1.1.   The Go-to-Team has been established as an initiative of the Doctoral Schools (DS) at the University of Luxembourg (UL) to provide additional **informal support and assistance** to members of the UL community who deal with issues related to **doctoral research and education**.

1.2.   The aim is to support a safe and secure environment that promotes efficiency in doctoral work and studies while preventing unnecessary conflicts.

1.3.   The UL doctoral community shall be provided with an opportunity to discuss their issues freely and confidentially without fear of reprimand or reprisal.

1.4.   These guidelines apply to Doctoral School in Science and Engineering (DSSE) and Doctoral School in Humanities and Social Sciences (DSHSS) only. Applicability can be extended to other members of the DS community and is subject to the approval of the respective representatives.

2.   Principles

2.1.   The Go-to-Team operates based on the following key principles:

    a) **Confidentiality** – Coordination within the administrative services may be necessary to provide appropriate assistance while respecting confidentiality. Personal information will be shared on a strict need to know basis, and the visitor will be informed of this upfront.

    b) **Impartiality** – While pursuing the aim stated in 1.21.2, the Go-to-Team does not specifically advocate for any individual, team, office, or body within the UL.

    c) **Independence** – While adhering to the applicable UL regulations on ethics and integrity, the Go-to-Team does not fulfil administrative duties for any DS, doctoral programme, or any other body, office, or team at the UL.

    d) **Informality** – The Go-to-Team offers non-binding suggestions, without engaging in any formal processes or decision-making. No records are kept, except those required for the statistical tracking of discussed issues and workload.

3.   Availability

3.1.   The Go-to-Team's support and assistance is available to all members of the doctoral community, including doctoral candidates, their supervisors and other stakeholders in doctoral research and education.

3.2. The Go-to-Team can be reached by email available on the [Go-to-Team - University of Luxembourg I Uni.lu](#). The Go-to-Team strives to reply to the request for a first meeting in 3 working days.

3.3. Doctoral candidates and supervisors can contact a Go-to-team member of their choice. To avoid any potential conflict of interest, we recommend contacting someone who is not part of the same department/programme, whenever possible.

3.4. Whenever possible, meetings are organised as in-person encounters in a neutral space that ensures confidentiality.

3.5. Before the first meeting, the individuals who contact the Go-to-Team will be informed about the key principles, aims of the Go-to-Team's activities and the limitations.

3.6. The Go-to-Team informs the individuals at their first meeting that effective support and assistance requires disclosure of all the relevant information about the situation in question and that only one member of the Go-to-Team can be involved in each individual case.

4. Key tasks

4.1. The Go-to-Team is responsible for providing a safe space where individuals can informally and confidentially ask questions, discuss concerns, and seek assistance within the DS community.

4.2. The Go-to-Team members actively listen, help find answers to the questions raised in the UL regulations, and informally explore options for further steps and improvements in the communication within the DS community.

4.3. Examples of topics that can be raised with the Go-to-Team are:

- Understanding of UL rules and procedures
- Work/academic environment
- Performance assessment, including issues related to CET meetings and reports
- Issues arising from personality and working style differences
- Research-related issues
- Questions of authorship
- Potential conflicts of interest

5. Limitations

5.1. The Go-to-Team does not provide information or assistance in issues that are not related to doctoral research and education.

5.2. Contacting the Go-to-Team does not constitute notice to the University about existence of alleged violations of law, University policies or procedures, or issues covered by [whistle-blower](#)

legislation. For this purpose, the Go-to-Team suggests making a full disclosure to the line manager and Human Resources or other points of contact foreseen by the respective regulations.

5.3. The Go-to-Team members are not responsible for conflict management or for hearing and dealing with complaints or grievances, and they cannot provide legal advice or act as a representative of the University or the Ombuds.

5.4. The Go-to-Team does not duplicate existing services or intervene in formal procedures according to the applicable UL regulations. Members of the UL community seeking information or assistance with specialised and complex issues will be referred to other UL services or offices or official authorities. Depending on the nature of the issue, they can include:
- Psychological support (mental health concerns)
- Ombuds team (conflict management, restorative measures)
- Staff delegation and Student delegation (requests for advocacy)
- HR (safety concerns and other serious issues that require an immediate authoritative intervention)
- The Police (if there is evidence of crimes)

6. Go-to-team members

6.1. Members should be selected from academics, researchers, administrative staff with a good understanding of the university's regulations related to doctoral education and the entire doctoral journey. Prospective members should have appropriate interpersonal skills to deal with issues and questions. They should be selected by one of the Heads of the doctoral schools. The role should be undertaken for at least one year.

6.2. The Go-to-Team members have to be familiar with the binding UL regulations including the code of conduct and ethical guidelines as at: Ethics and Integrity - University of Luxembourg I Uni.lu

6.3. The Go-to-Team members get regular training by the ombuds team in confidentiality, ethical practices and pre-conflict resolution. They can reach out to the ombuds team for advice in such matters.

6.4. The Go-to-Team members regularly meet to discuss anonymised information for the purposes of quality assurance and professional development. Based on the aggregated data, they can suggest non-binding procedural or structural adjustments related to the doctoral research and education.

6.5. The Go-to-Team members may engage in educational activities to raise awareness on the role of the Go-to-Team and the services offered, while promoting a culture of openness, respect, and accountability within the organisation.

6.6. All Go-to-Team members are expected to act in accordance with these guidelines. Any failure to do so can be raised with the Ombuds of the University of Luxemburg/the Heads of the DS(s).

7. Miscellaneous

7.1. Up-to-date information about the Go-to-Team, its principles of work and members are available at the UL website [Go-to-Team - University of Luxembourg I Uni.lu](#).

7.2. The Go-to-Team shares the aggregated data with management and the University Ombuds for education and development purposes only, on quarterly basis.

8. Appendix – Case Log

Case ID	Person ID	Type of Issue	Description	Status	Actions taken	Date Closed	Referred to
1	A						

Type of issue:

R/P – Rules and procedures

E – Environment (work/academic)

D – Differences in personality/work style

P/E – Performance/evaluation

CET – CET meetings, reports, communication

R – Research

A – Authorship

CoI – Conflict of interest

Oth – Other

Referred to:

HR – Referrals to HR

Psy – Referrals to psychological support

Om – Referrals to the university ombuds

StuD – Referrals to the Student delegation

StaD – Referrals to the Staff delegation

Ins – Referrals to other parts of the university

Out – Referrals outside the university