

disability, mental illness or chronic illness. It advises and advocates for the elimination of existing disadvantages and barriers.

[diversitaet@uni-erfurt.de](mailto:diversitaet@uni-erfurt.de)

### REPRESENTATIVE FOR THE SEVERELY DISABLED

Will my disability be taken into account in the application process? Can I study/work well with my impairment? Where can I get support? Our representatives for the severely disabled help you to find adequate support, answer questions and assist you in clarifying personal concerns in a differentiated manner.

[bernhard.becher@uni-erfurt.de](mailto:bernhard.becher@uni-erfurt.de) // 0361/737-5101 (for students)

[schwerbehindertenvertretung@uni-erfurt.de](mailto:schwerbehindertenvertretung@uni-erfurt.de) // 0361 737-4900

(for staff)

[www.uni-erfurt.de/en/studies/advisory-services/](http://www.uni-erfurt.de/en/studies/advisory-services/studying-with-disabilities-and-chronic-illnesses)

[studying-with-disabilities-and-chronic-illnesses](http://www.uni-erfurt.de/en/studies/advisory-services/studying-with-disabilities-and-chronic-illnesses)

### COMPLAINTS OFFICES

#### (ACCORDING TO THE ANTI-DISCRIMINATION GUIDELINE)

For complaints against students, members and guests of the University, please contact Department 1: Registrar's Office.

[bernhard.becher@uni-erfurt.de](mailto:bernhard.becher@uni-erfurt.de) // 0361/737-5101

For complaints directed against staff at the University of Erfurt, please contact the Legal Department.

[christine.arnhold@uni-erfurt.de](mailto:christine.arnhold@uni-erfurt.de) // 0361/737-5071

### UNIVERSITY HEALTH MANAGEMENT

If you have any questions about health services at the University of Erfurt, please contact the University Health Management team.

[gesundheit@uni-erfurt.de](mailto:gesundheit@uni-erfurt.de) // 0361/737-5012

[www.uni-erfurt.de/en/university/profile/healthy-university](http://www.uni-erfurt.de/en/university/profile/healthy-university)

### ADDICTION OFFICER

The Addiction Officer is the contact person for staff and supervisors for questions on the prevention of addiction and addiction-related illnesses.

[sucht@uni-erfurt.de](mailto:sucht@uni-erfurt.de) // 0361/737-5842

[www.uni-erfurt.de/en/university/profile/healthy-university](http://www.uni-erfurt.de/en/university/profile/healthy-university)

### MENTAL HEALTH FIRST AID

The most common mental illnesses in Germany include anxiety disorders, depression and substance abuse and addiction. Should you need advice on mental health issues, the university's certified Mental Health First Aiders will provide you with relevant information on the support services available.

You can find the contacts on our website:

[www.uni-erfurt.de/en/university/profile/healthy-university/](http://www.uni-erfurt.de/en/university/profile/healthy-university/erste-hilfe-in-psychischen-krisen)

[erste-hilfe-in-psychischen-krisen](http://www.uni-erfurt.de/en/university/profile/healthy-university/erste-hilfe-in-psychischen-krisen)

Please also see our website on the subject of emergencies and complaints: [www.uni-erfurt.de/en/university/consulting-service/emergencies-and-complaints](http://www.uni-erfurt.de/en/university/consulting-service/emergencies-and-complaints).



### CONTACT

University of Erfurt

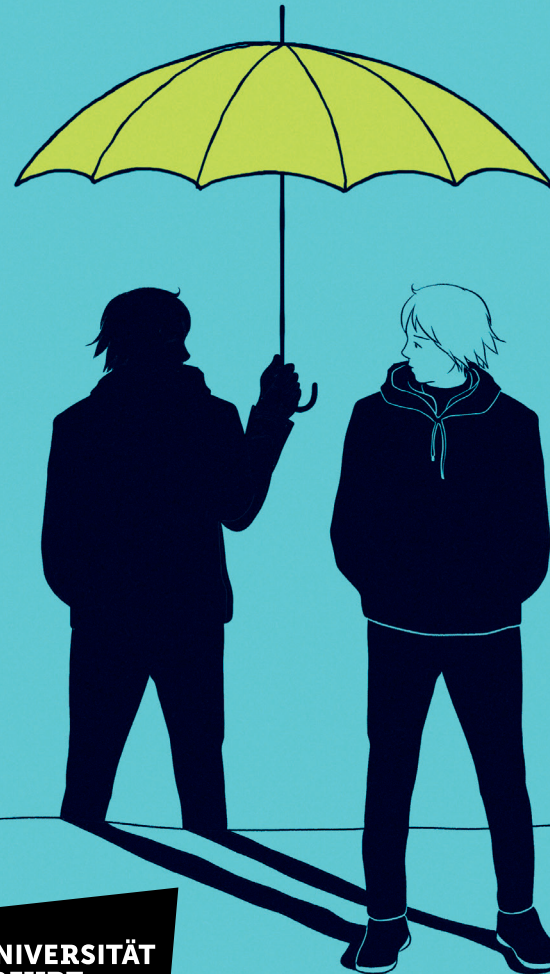
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[www.uni-erfurt.de](http://www.uni-erfurt.de)



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UNIVERSITÄT  
ERFURT

CONTACTS IN CASE OF COMPLAINTS AND EMERGENCIES

Good to know...

With this flyer, the University of Erfurt would like to inform both its students and staff about the contact points available to all its members in cases of complaints or emergencies.

*The following services are aimed at **students**:*

### COMPLAINTS MANAGEMENT IN STUDY MATTERS

Conflicts that arise during the course of a degree programme are nothing unusual. In order to resolve these as quickly and constructively as possible, it is important to find the right contact person for your concerns. We encourage you to contact the teaching staff concerned directly as a first step. There are also other contact points and processes that we describe in more detail on our website:

[www.uni-erfurt.de/en/universitaet/organisation/fakultaeten-einrichtungen/qualitaetsmanagement/beschwerdemanagement](http://www.uni-erfurt.de/en/universitaet/organisation/fakultaeten-einrichtungen/qualitaetsmanagement/beschwerdemanagement)

### HOTLINE IN CASE OF SORROWS

Whether it's the start of your studies, a stressful exam phase, an internship, stress with fellow students or lecturers – everyone can do with a sympathetic ear during their studies. Students can use the University of Erfurt's helpline, which students offer on a voluntary basis for students. During the lecture period, this helpline is available daily from 7 p.m. to 11 p.m. as well as from 8 a.m. to 12 noon on Mondays, Wednesdays and Fridays.

[sorgentelefon@uni-erfurt.de](mailto:sorgentelefon@uni-erfurt.de) // 0361/30 25 29 64  
[www.uni-erfurt.de/en/studies/advisory-services/psychological-and-social-counselling/helpline](http://www.uni-erfurt.de/en/studies/advisory-services/psychological-and-social-counselling/helpline)

### SOCIAL POLICY & SOCIAL AFFAIRS AND ANTI-DISCRIMINATION OFFICE OF THE STUDENT COUNCIL

The Social Policy & Social Affairs and Anti-Discrimination Offices of the Student Council are there to help with questions and pro-

blems, provide support and network with other support services within and outside the university.

[stura.soziales@uni-erfurt.de](mailto:stura.soziales@uni-erfurt.de)  
[stura.antidisk@uni-erfurt.de](mailto:stura.antidisk@uni-erfurt.de)  
[www.uni-erfurt.de/der-stura-der-uni-erfurt-stellt-sich-vor/gremium/der-stura/was-ist-der-stura](http://www.uni-erfurt.de/der-stura-der-uni-erfurt-stellt-sich-vor/gremium/der-stura/was-ist-der-stura)

### PSYCHOSOCIAL COUNSELLING

All students at Thuringian universities who feel the need to talk to a neutral person about themselves, their situation and their problems can consult the Psychosocial Counselling Service (PSB) of the Thuringian Student Services Organisation (Studierendenwerk) free of charge. The PSB provides support in finding solutions and rediscovering helpful skills and personal strengths.

[psb-erfurt@stw-thueringen.de](mailto:psb-erfurt@stw-thueringen.de) // 0361/737-1820, -1830

### GENERAL SOCIAL COUNSELLING CENTRE

The Student Services Organisation's General Social Counselling Service is the point of contact for those seeking guidance and help with decision-making, as well as information on financing their studies, the general conditions of studying, the broadcasting fee and social benefits.

[asb-erfurt@stw-thueringen.de](mailto:asb-erfurt@stw-thueringen.de)  
0361/737-1811 // 0151/54 46 82 21 // 0151/54 46 82 09

### LEGAL ADVICE

The Thuringian Student Services Organisation (Studierendenwerk) provides on its website an overview of contact points for students with legal questions, sorted by place of study, sorted by place of study.

[www.stw-thueringen.de/en/counselling/legal-advice.html](http://www.stw-thueringen.de/en/counselling/legal-advice.html)

### ONLINE FORUM „STUDYING MENTALLY FIT“

The online forum „Psychisch fit studieren“ (studying mentally fit) organised by the „Irrsinnig Menschlich“ association aims to promote students' mental health skills, answer questions about mental health during studies and provide guidance. The interactive forum is offered in German and English. Dates can be found on the University Health Management website.

[www.uni-erfurt.de/en/university/profile/healthy-university](http://www.uni-erfurt.de/en/university/profile/healthy-university)

### UNIVERSITY CHAPLAINCY OF THE DIOCESE OF ERFURT

The Diocese of Erfurt also offers students contact persons as part of the university chaplaincy – whether for scholarship questions or in various challenging situations in life. You can find the contacts at:

[www.bistum-erfurt.de/bistum-erfurt/rat-hilfe/seelsorge/hochschuleseelsorge](http://www.bistum-erfurt.de/bistum-erfurt/rat-hilfe/seelsorge/hochschuleseelsorge)

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*Other offers are aimed at both **students and staff** at the University of Erfurt:*

### OFFICE FOR EQUAL OPPORTUNITY AND FAMILY SERVICES

The Office for Equal Opportunity and Family Services is there to help you with questions, suggestions and criticism regarding gender equality, balancing study/work and family. The Equal Opportunity Officers can also advise you on experiences of sexualised harassment, discrimination and violence.

[gleichstellungsbeauftragte@uni-erfurt.de](mailto:gleichstellungsbeauftragte@uni-erfurt.de) // 0361/737-5066  
[gleichstellungsbuero@uni-erfurt.de](mailto:gleichstellungsbuero@uni-erfurt.de) // 0361/737-5065

### DIVERSITY OFFICER

The Diversity Officer looks after the interests of all members, relatives, doctoral students and student applicants at the University of Erfurt, in particular those of students with a