



Guide for Addressing Incidents of Misconduct Related to the Synthetic Love Collective – Ombudsperson(s) Process

This guide provides a step-by-step process for the collective's ombudsperson(s) to handle incidents of misconduct professionally, fairly, and empathetically. It serves as a transparent communication tool regarding the internal processing structure.

Important: This guide focuses **exclusively** on addressing misconduct **outside or after an event**. A separate guide is available for handling incidents **during** an event.

1. Core Principles of the Guide

- **Consent and Consensus:** Power of definition lies with the affected person; solidarity and advocacy for those affected.
 - **Protection and Empowerment:** The safety and needs of the affected individual take priority.
 - **Transparency:** Processes must be clearly communicated without violating confidentiality.
 - **Prevention and Willingness to Learn:** Handling incidents should contribute to long-term improvements within the collective.
 - **Confidentiality:** Information is only shared with the express consent of the affected person.
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2. Process for Handling Misconduct Cases

Step 1: Initial Contact and Protection (Handled by the Awareness Team)

The awareness team conducts the initial contact and ensures protection. A separate "**Awareness Guide**" covers this step in detail.

Step 2: Documentation

- Careful recording of the incident, including time, involved individuals, and relevant details.
- A **secured, restricted-access Dropbox folder**, managed by Synthetic Love, is used for documentation.
- Obtain the affected person's **consent** before proceeding with further steps.



Step 3: Analysis and Planning

- **Does the incident constitute a clear violation of the collective's behavioral guidelines?**
- **Should external professionals be involved?**
- **Strong focus on the needs of the affected person.**

Step 4: Resolution and Clarification

- **Mediation:** If all involved parties agree, a moderated discussion can take place.
- **Sanctions:** In severe cases, consequences such as warnings, exclusion from the collective, or legal action may be necessary.

Step 5: Follow-up and Reflection

- **Feedback from the affected person:** Ensure they are satisfied with the outcome and process.
- **Group reflection:** Identify what the collective can learn from the incident to prevent future misconduct.

3. Addressing Past Incidents

Cases from the past require **particular sensitivity** and may necessitate adjustments to the process:

Additional Challenges

- **Memory Changes:** Recollections may be incomplete or subjectively influenced.
- **Statute of Limitations:** Legal action may no longer be possible, but **moral and social responsibility remain.**
- **Personal Development:** Involved individuals may have changed, making resolution easier or more complex.

Process Adjustments

- **Voluntary Engagement:** Resolution occurs only if the affected person **chooses** to engage.
- **Sensitive Mediation:** The ombudsperson or an external specialist facilitates discussions aimed at **understanding and healing.**
- **Recognition & Acknowledgment:** The focus is on acknowledging the experience and issuing an apology, where appropriate.
- **Documentation for Collective Learning:** Findings are **anonymized** to support structural improvements.
- **Statement (if necessary):** If deemed appropriate, the collective may issue a statement regarding the incident.



This guide serves as a foundation for a **sensitive, fair, and sustainable** approach to addressing incidents of misconduct within the collective. Adaptations may be made to meet the specific needs of those involved. This document serves as a guide for orientation and transparent communication regarding actions and procedures within the collective and should not be considered legally binding.

Unanimously adopted by the collective on **30.01.25**.