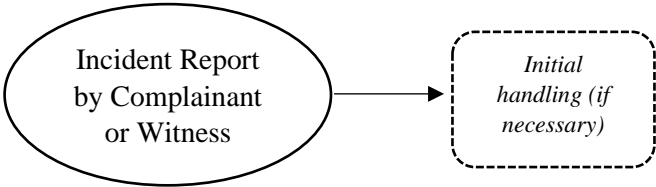
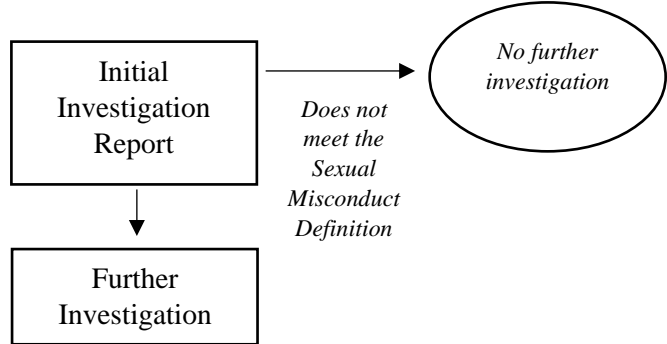
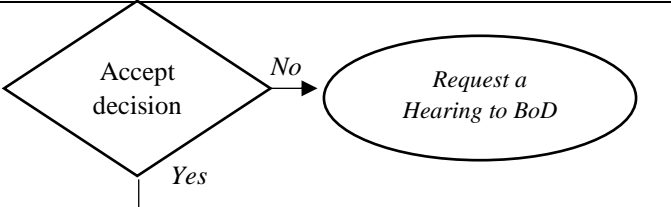
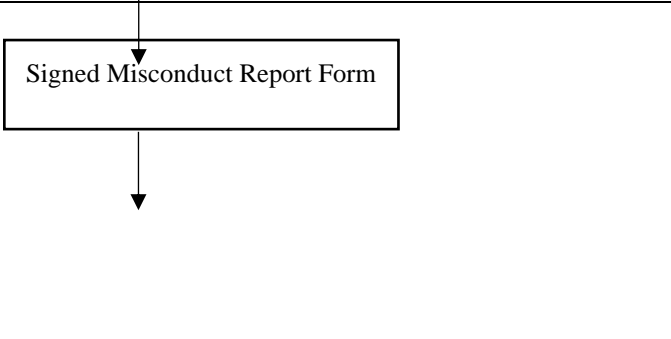
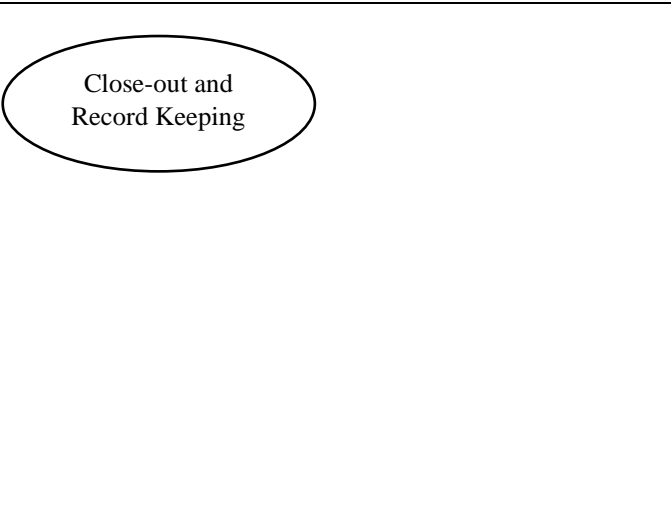


**Flowchart A:** Student Incident Case (if the Complainant and the Respondent are students)

Step	Responsibility	Workflow	Time	Details
1	Report receiver(s) (through formal channels)	 <pre> graph LR     A([Incident Report by Complainant or Witness]) --&gt; B[Initial handling (if necessary)]             </pre>	Within 02 working hours since receiving the incident report (in an emergency case), or 01 working day (for the remaining), responses to the complainant/witness should be made.	<ul style="list-style-type: none"> <li>- Formal report channels:                             <ul style="list-style-type: none"> <li>Tel: <a href="tel:0866100018">0866100018 (support line)</a>; <a href="tel:02471089779">02471089779, Ext 9901 (Security Hotline)</a></li> <li>Email: <a href="mailto:connect-sam@vinuni.edu.vn">connect-sam@vinuni.edu.vn</a> or <a href="mailto:conduct@vinuni.edu.vn">conduct@vinuni.edu.vn</a></li> <li><b>In-person:</b> Dean of Student Experience, Head of SAM, and/or Head of Registrar Office.</li> </ul> </li> <li>- Evidence can be soft copy and/or hard copy of the violated actions (photo, video, suspended misconduct report, etc.).</li> <li>- Report receiver(s) will refer the incident to SAM for the follow-up steps.</li> <li>- In the event of an emergency, the report receiver/SAM should immediately notify the President and Provost, the Dean of Student Experience of the incident.</li> </ul>
2	SAM Assessment Committee Assembled (chaired by Dean of Student Experience)	<p><i>(* If the Complainant chooses to file a police report, the investigation will adhere to the state's legal process and regulations.</i></p>  <pre> graph TD     A[Initial Investigation Report] --&gt; B{Does not meet the Sexual Misconduct Definition}     B --&gt; C([No further investigation])     A --&gt; D[Further Investigation]             </pre>	within 05 working days since receiving the incident report.	<ul style="list-style-type: none"> <li>- SAM will <b>investigate</b> the incident report, assess any evidence and discuss the incident with the other party and any witnesses (no evidence found, no further action by the University).</li> <li>- SAM will report to the Assessment Committee and propose the further investigation (the decision should be made by the Assessment Committee within 24 working hours since receiving the proposal).</li> <li>- The investigation will be kept <b>confidential</b>.</li> <li>- During the investigation, the University will continue to provide <b>support</b> to all those involved, and any necessary protective measures will continue.</li> <li>- ACA membership: Chair (Dean of Student Experience), Members: SAM, Compliance, and other invited ones.</li> <li>- The ACA Chair is responsible for assigning tasks and determining the incident's severity.</li> </ul>

3	SAM or Assigned Investigator(s)	<p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;">Discuss suspected violation with the Respondent / Complainant</div> <p style="text-align: center;">↓</p>	within 05 working days since receiving the incident report	<ul style="list-style-type: none"> <li>- SAM meets with Respondent and Complainant separately to allow for response to the Investigation Report (if necessary).</li> <li>- At no time will the Complainant and Respondent be required to meet with (as part of the investigation process), unless both parties have explicitly provided their prior informed consent.</li> </ul>
4	SAM or Assigned Investigator(s)	<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;">Investigative Report</div>	within 07 working days since receiving the incident report	<ul style="list-style-type: none"> <li>- SAM organizes a meeting with the Board of Discipline and comes up with the outcomes and results of investigation.</li> <li>- If no further investigations or actions are possible, SAM will communicate this decision to the Complainant providing further support and an explicit rationale behind the decision.</li> <li>- Either party can appeal decision to the BoD.</li> </ul>
5	The Board of Discipline (established by Provost).  Compliance	<p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;">Minutes of Resolution</div>	within 07 working days since receiving the incident report	<ul style="list-style-type: none"> <li>- Depend on the Investigative Report, the BoD may decide to report the alleged sexual misconduct to the Police or Authorized Government Bodies.</li> <li>- Disciplinary proceedings will follow the current process and procedure.</li> <li>- The Resolution will include actions, a PIC assignment, and a timeline.</li> <li>- The Compliance Department will oversee the resolution's implementation.</li> <li>- If the Board of Disciplinary fails to reach a consensus, there is an option to escalate the matter to the President of the UC in order to seek a resolution. The Board should consult the current Delegation of Authorization for guidance on the appropriate procedures to follow.</li> </ul>
6	Assigned person(s) by the BoD	<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;">Notify the Complainant/Respondent of decision</div> <p style="text-align: center;">↓</p>	Within 2 working days after receiving the final decision of the BOD	<ul style="list-style-type: none"> <li>- SAM will communicate in writing the decision regarding the disciplinary results to both parties</li> <li>- The Dean of Student Experience or assigned person(s) may meet with the Complainant and notify of the Decision.</li> </ul>

7	The Complainant/ Respondent		Within 24 working hours	- Hearing must be held no sooner than 24 working hours after parties receive investigative report.
8	The Respondent		Within 24 hours	<ul style="list-style-type: none"> <li>- Form 2 (<a href="#">FRM02</a>): Student Misconduct Report.</li> <li>- In the event of dissatisfaction from the Complainant or other members of the Community, SAM should notify the University authorities and the BOD as soon as possible to minimize negative consequences (such as a sense of unsafety on campus).</li> <li>- SAM will coordinate the process of re-investigating if necessary, and report to the Assessment Committee.</li> </ul>
9	SAM Compliance		Within 1 working day after receiving the signed Violation Report Form	<ul style="list-style-type: none"> <li>- All allegations of misconduct and the outcomes must be documented and archived at SAM Office.</li> <li>Required documents: <ul style="list-style-type: none"> <li>(a) Incident report and its supporting evidences</li> <li>(b) Initial investigation report</li> <li>(c) Investigative report</li> <li>(d) Resolution minutes</li> <li>(e) Signed misconduct report</li> <li>(f) Disciplinary proceeding decisions</li> <li>(d) Compliance check report</li> </ul> </li> <li>- The student misconduct information will be entered into the Student Code of Conduct database.</li> <li>- The Compliance develops compliance case study (Lessons Learned for Communication and Training) when appropriate.</li> </ul>