URGE Complaints and Reporting Policy for University/Organization - Example Deliverable

This is what was found by Judy Benson (Sea Grant URGE pod) at Connecticut Sea Grant / University of Connecticut on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

* **The link(s) to the reporting policy at our organization are here:** 
  + Organization, Company University Policies: <https://equity.uconn.edu/policiesprocedures/> UConn Office of Institutional Equity. Connecticut Sea Grant follows UConn procedures as one of the University’s centers. UConn’s Bias Reporting Protocol can also be used: [https://dos.uconn.edu/bias-reporting-2/](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdos.uconn.edu%2Fbias-reporting-2%2F&data=04%7C01%7Cjudy.benson%40uconn.edu%7C53e84641c41e43ed71d108d8ceb7e63e%7C17f1a87e2a254eaab9df9d439034b080%7C0%7C0%7C637486636525156481%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=FhvFZugiE8gplq9JvgDUuT82Qne2xxyGF%2B3by8Vo8tI%3D&reserved=0). The reporting form can be used by anyone (students, employees, community members).  Incidents are then handled by the appropriate offices on campus with the goal of remedying the incident and providing support and resources to the impacted individual/community.
  + Department, Lab, Division, Advisor or Supervisor Policies: <https://equity.uconn.edu/policiesprocedures/>
  + Are reporting policies regularly reviewed? Yes What is the process for changing policy? Suggestions received by Office of Institutional Equity, then reviewed for approval by the UConn Board of Trustees.
  + Are the rates of reporting made publicly available (e.g. # of reports each year)? Public safety reports with #s available; also Office of Institutional Equity files yearly Affirmative Action Plan which includes discrimination and harassment complaints #s along with outcomes.
* **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  + Who are the designated individuals/positions for reporting incidents? The associate vice president of the UConn Office of Institutional Equity. There is also the Inform.uconn.edu site to guide people on how and where to report.
  + Can reports be made online? Where? https://equity.uconn.edu/reporting-form/ Anonymously? Yes, through the hot line: (888) 685- 2637.
  + Who do in-person and online reports go to? Who has access to see reports?   
    Staff at Office of Institutional Equity
  + Are police included in the process? When and how? Yes, if criminal behavior involved Are individuals accompanied by an advocate or someone from the organization? Yes if requested
* **What are the outcomes or consequences for reported individuals?**
  + Violations referred to Human Resources and department management for disciplinary actions. These may include: no-contact directives, residence modifications (if on-campus student involved), academic modifications and support, work schedule modifications, suspension from employment, and pre-disciplinary leave (with or without pay).
  + Who decides the outcomes/consequences? What is the process? Human Resources and department management decides outcome after referral from OIE.
  + Are reports tracked? Yes How are they tracked? By who? By Office of Institutional Equity
  + Are repeated complaints escalated to a disciplinary board? What is the process? Multiple complaints may be bundled into a single review if involve same or closely related incidents. In other cases complaints about a single individual handled as separate matters, depending on time frame.
* **What resources are available for individuals reporting?**
  + Comprehensive information provided on policies and how to access resources. These include the Employee Assistance Program, mental health and wellness counselors (for students). UConn also offers a wide range of resources for students and employees, whether as complainants or respondents, to provide support and guidance throughout the initiation, investigation, and resolution of a report of Prohibited Conduct. The University will offer reasonable and appropriate measures to protect a complainant and facilitate the complainant’s continued access to University employment or education programs and activities. These measures may be both remedial (designed to address a complainant’s safety and well-being and continued access to educational opportunities) or protective (designed to reduce the risk of harm to an individual or community). Supportive and protective measures, which may be temporary or permanent, may include no-contact directives, residence modifications, academic modifications and support, and work schedule modifications. Remedial measures are available regardless of whether a complainant pursues a complaint or investigation under this policy.
* **What resources are available to groups raising issues or proposing changes?**

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Office for Diversity and Inclusion: diversity.uconn.edu provides many resources and assistance. Proposed policy changes can be presented to OIE.