URGE Complaints and Reporting Policy for the University of Minnesota Twin Cities

This is what was found by the (Bio)Geochemistry Pod at the University of Minnesota Twin Cities on policies for handling complaints, the reporting process, resources, and possible outcomes.

- **The link(s) to the reporting policy at our organization are here:**
  - [Summary of University Reporting Options](#)
  - [HR Policy on Filing a Discrimination Complaint](#)
  - [Title IX Office](#)
    - Concerned with discrimination based on sex or gender
    - Primarily deal with sexual harassment, stalking, sexual assault, and relationship violence
    - Title IX violations primarily reported through EOAA
  - [Equal Opportunity and Affirmative Action (EOAA)](#)
    - Per their website, focused on "discrimination, harassment, nepotism, sexual misconduct (including sexual harassment, sexual assault, stalking and relationship violence) and related retaliation"
    - [Data about reporting available here](#)
  - [Office of Conflict Resolution (OCR)](#)
    - Concerned with violations of specific University rules, regulations, policies or practices pertaining to employment
  - [Bias Response Referral Network (BRRN)](#)
    - Responds to reports of bias incidents, refer individuals to appropriate campus offices, log all reports and track for trends, notify campus leaders of ongoing bias incidents and trends
    - Annual reports available on their main site.
  - [Student Conflict Resolution Center (SCRC)](#)
    - “Informal conflict resolution services to resolve students' university-based problems and concerns”

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Title IX and EOAA violations can be reported online or over the phone and will be handled through EOAA representatives. These violations require a formal complaint.
  - OCR petitions are made through consultations with OCR staff.
  - The SCRC offers informal conflict resolution handled by the SCRC Ombuds.
    - These reports remain confidential & are only seen by Ombuds.
  - BRRN allows reports to be submitted through a portal called UReport.
    - These can be submitted anonymously, but anonymous reporting is not required.
All offices allow reports to be made online.
An additional UReport portal also allows for a wider range of reports that do not fit under the domain of the BRRN.

**What are the outcomes or consequences for reported individuals?**
- Title IX & EOAA reports can ultimately result in a hearing before a panel of students, faculty, and/or staff. However, not all complaints must be escalated to this level - the EOAA is required to take action to prevent future misconduct but will discuss with the reporter the best form of action to take.
- OCR reports begin with a consultation with OCR staff and will result in an informal attempt to address the grievance. This can be escalated through a petition to a formal grievance procedure, which will be handled through arbitration by a member of the National Academy of Arbiters.
  - The OCR cannot recommend disciplinary action against an employee, but instead petitions that the complainant receive modification/ removal of discipline letter or grating benefits previously withheld, back pay, benefits lost, reinstatement, etc.
- SCRC decides on a path forward with the reporter, but will not result in any formal disciplinary action.
- BRRN reports begin with a member of the BRRN contacting the individual to acknowledge the report, provide resources of support, and learn more about the preferred response.
  - BRRN may provide educational information to involved parties about inclusion, academic freedom, and freedom of expression.
  - Other actions may include referring the bias incident report to investigative offices as appropriate, such as the EOAA, the Office for Community Standards, Student Unions and Activities, the Office of the General Counsel, or the University of Minnesota Police Department.

**What resources are available for individuals reporting?**
- The EOAA indicates that it will provide resources to individuals who file reports, though it does not offer many specifics on what those resources will be.
- The SCRC offers coaching services, informal mediation, and direct intervention by an SCRC Ombud.

**What resources are available to groups raising issues or proposing changes?**
EOAA Liaisons are responsible for directing new initiatives within colleges, and thus are the likely best point of contact for those hoping to change university reporting policy.

- For CSE, the Liaison is Joy Wise Davis (612-301-1070 - jwisedav@umn.edu)

- Information on proposing changes is not available for other organizations.