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

This is what was found by UGA Marine Sciences POD at University of Georgia 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:
  ○ [Link] – UGA Non-discrimination and anti-harassment policy
  ○ [Link] – UGA Marine Sciences Policies & Procedures (DEI site under construction)
  ○ [Link] – UGA Marine Sciences graduate student conflict resolution policy (Updated 12/2020)
  ○ Are reporting policies regularly reviewed? What is the process for changing policy? Bylaws are agreed upon by the faculty and updated as requested. Bylaws were recently updated at the DEI Committee’s request. Note: many of the reporting policies are set by the university and have then been agreed upon by faculty. We don’t have a say in whether we report or not.
  ○ Are the rates of reporting made publicly available (e.g. # of reports each year)? In terms of university content, [https://safeandsecure.uga.edu/](https://safeandsecure.uga.edu/) includes assaults and other crimes, but not harassment; to find harassment, you can see above discussion points. Outside of UGA, the Red & Black school newspaper initiated an open records request to get their information. If people are nervous about coming forward, they may be even more nervous if they are being tracked or instantly public.

● What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
  ○ Who are the designated individuals/positions for reporting incidents? Self or other
  ○ Can reports be made online? Where? Yes/No, [Link] Anonymously? Yes/No
  ○ Who do in-person and online reports go to? Who has access to see reports? Equal Opportunity Office - handled on a need to know basis. You won’t hear back unless you are directly involved.
  ○ Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? “Police will not be notified of a sexual assault without the Complainant/ victim’s consent unless there is an imminent threat of harm or the incident involves someone under the age of 16.”

● What are the outcomes or consequences for reported individuals?
  ○ Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
  ○ Who decides the outcomes/consequences? What is the process? Unclear
  ○ Are reports tracked? Yes/No How are they tracked? By who?
Are repeated complaints escalated to a disciplinary board? What is the process?

**What resources are available for individuals reporting?**
- Counselors or advocates, especially those of the same race, ethnicity, and gender.
  - Mentor/Major Professor, Graduate Coordinator, or any other faculty member. If not then resolved, formally meet with Graduate Coordinator, who may assemble the Grad. Affairs Committee to consider the issue and make recommendations to the Head.
  - [https://eoo.uga.edu/policies-resources/the-ombudspersons/meet-the-ombudspersons/](https://eoo.uga.edu/policies-resources/the-ombudspersons/meet-the-ombudspersons/)
- Automatic or requested investigation of potential impact on grades or evaluations.
- Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
  - [https://studentaffairs.uga.edu/site/content_page/academic-complaints-information](https://studentaffairs.uga.edu/site/content_page/academic-complaints-information)
  - [https://eoo.domain-account.com/policies-resources/Support_Resources/](https://eoo.domain-account.com/policies-resources/Support_Resources/)

**What resources are available to groups raising issues or proposing changes?**
- Petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change. What is the follow-up process for town halls and meetings?
- Working groups or committees with power to change or propose changes to policy.
- Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
- Leadership proactively asks students and/or staff for input on how to improve.
- All good answers; URGE helps and the DEI committee is working to propose changes. Voting and furthering voting efforts is huge as well, and can have national implications.