URGE Complaints and Reporting Policy for University of North Carolina Wilmington

This is what was found by the UNCW Earth and Marine Sciences pod 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:**
  - Title IX Student Policy: [https://uncw.edu/titleix/policies/index.html](https://uncw.edu/titleix/policies/index.html)
  - Title IX Faculty Policy: [https://uncw.edu/titleix/policies/index.html](https://uncw.edu/titleix/policies/index.html)
  - Harassment Prevention and Response Overview, including links to relevant policies: [https://uncw.edu/odos/harassment.html](https://uncw.edu/odos/harassment.html)
  - Citizen complaints can be filed here: [https://uncw.edu/police/includes/reportacitizencomplaint.html](https://uncw.edu/police/includes/reportacitizencomplaint.html)
  - Are reporting policies regularly reviewed? What is the process for changing policy? Unclear.
  - Reports are made available by corresponding offices and published annually.
  - Yearly annual reports are available at the following links: [https://uncw.edu/titleix/clery/annual-security-report.html](https://uncw.edu/titleix/clery/annual-security-report.html) and [https://uncw.edu/police/documents/annual%20security%20reports/crime.pdf](https://uncw.edu/police/documents/annual%20security%20reports/crime.pdf)

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - **Title IX**
    - Who are the designated individuals/positions for reporting incidents? *All university employees are mandatory reporters, but anyone can report*
      - Anonymously? Yes
    - Who do in-person and online reports go to? Who has access to see reports? *If the report concerns students, a staff member from the Office of Title IX and Clery Compliance, CARE, and the Office of the Dean of Students receives that information in order to provide resources to the complainant. If the report concerns faculty or staff, the Office of the Dean of Students is no longer notified. Instead, Human Resources receives the reports along with CARE and the Office of Title IX and Clery Compliance.*
    - Are police included in the process? *No, unless they are the submitters or there is something reported that falls into a serious/emergency category*
  - **Non-Title IX**
    - Who are the designated individuals/positions for reporting incidents? *Reports can be made to the Dean of Students or the Office of Human Resources*
Can reports be made online? **Currently using the same reporting system as Title IX**
- Anonymously? Yes

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- **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? **Office of the Dean of Students, Student Housing, Bias incident response**
  - Are reports tracked? Yes. How are they tracked? **Tracking is required to be undertaken by University units (e.g. College of Arts and Sciences). The full list is given here for student complaints:**
    - [https://uncw.edu/aa/policies_reports/studentcomplaintspolicy.html](https://uncw.edu/aa/policies_reports/studentcomplaintspolicy.html). By who? University units (colleges)
  - Are repeated complaints escalated to a disciplinary board? What is the process?
    - **Action against repeat complaints is determined on a case by case basis through the unit leadership team.**

- **What resources are available for individuals reporting?**
  - CARE: [https://www.uncw.edu/care/](https://www.uncw.edu/care/)
  - Counseling Center: [https://www.uncw.edu/counseling/](https://www.uncw.edu/counseling/)
  - Student Health: [https://www.uncw.edu/healthservices/](https://www.uncw.edu/healthservices/)
  - [https://uncw.edu/diversity/index.html](https://uncw.edu/diversity/index.html)
  - [https://uncw.edu/odos/index.html](https://uncw.edu/odos/index.html)

- **What resources are available to groups raising issues or proposing changes?**
  - An Ombudsman position is being formulated to serve the campus needs. The specifics have not been released yet but this was the result of years of requests from
several entities on campus. A committee has been appointed to lead the development of the position description.

- 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? No blanket policy, usually decided by units and stakeholders involved.
- 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.
- Faculty/staff can take concerns to the Faculty/Staff Senate for discussion and action.
- UNCW is creating an Ombudsman position in the near future which will be a mechanism for group requested change