URGE Complaints and Reporting Policy for University/Organization - Deliverable

This is what was found by the Chico Geoscience Pod at California State University, Chico 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 the Acting Chief Diversity Officer are noted with green highlights. Because our department does not have its own policy, all our responses are in the context of University policies and procedures.

- The link(s) to the reporting policy at our organization are here:
  - Link - University Policies
  - Link – Reporting an Incident
  - N/A - Department, Lab, Division, Advisor or Supervisor Policies
  - Are reporting policies regularly reviewed? The student complaint policy was last updated May 2020 (previous update in 2005). Current effort to review the University executive memoranda to identify racist policies and propose modifications for review and consideration by the Academic Senate in the 2020–21 and 2021–22 academic years. From University President update in Jan 2021.
  - What is the process for changing policy? Through executive memoranda
  - Are the rates of reporting made publicly available (e.g. # of reports each year)? Yes, in the annual Clery Act Report

- What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
  - Who are the designated individuals/positions for reporting incidents? All incidents can be reported to the University Police Department, which determines if they are hate crimes to be pursued or hate incidents. Hate incidents are also handled by the Chief Diversity Officer and the Office of Diversity & Inclusion, such as micro-aggression reports from students and faculty.
  - Can reports be made online? Where? Yes, only for anonymous tip reporting, Link Anonymously? Yes
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- **Who do in-person and online reports go to? Who has access to see reports?**
  Reports of hate crimes go to University Police, not public. The Chief Diversity Officer may also receive complaints from students and faculty and contacts either Deans and Student Conduct, Rights, and Responsibilities for action, on a case by case basis. There is a bias reporting system through the Student Conduct, Rights, and Responsibilities.

- **Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?**
  University Police are included from the beginning, with potential help from an advocate from the Office of Diversity & Inclusion.

- **What are the outcomes or consequences for reported individuals?**
  - *Disciplinary action* for hate crimes. For hate incidents, one-on-one conversations with the Chief Diversity Officer and tracking in personnel files (faculty and staff). UPD deals with hate crimes.
  - *Who decides the outcomes/consequences?* University Police for hate crimes, the Chief Diversity Officer for hate incidents if they are brought to his attention.
  - *What is the process?* Investigation by University Police (they deal with crimes and incidents). If the report was made to the Chief Diversity Officer, conversation with the appropriate Dean for reports involving faculty, or with Student Conduct, Rights, and Responsibilities for students.
  - *Are reports tracked?* Yes (hate crimes in the Clery Act Report). The Chief Diversity Officer keeps track of informal complaints, but not made public. *How are they tracked? By who?* University Police (crimes)
  - *Are repeated complaints escalated to a disciplinary board? What is the process?* It depends on what the complaint is. Yes if a complaint is filed through University Police, Student Conduct, Rights, and Responsibilities, Office of Academic Personnel. If through the Chief Diversity Officer, he keeps track but no process for repeat offenders. A current Presidential Task Force is looking to expand the scope of the Clery Act Report.
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- **What resources are available for individuals reporting?**
  - Counselors or advocates, especially those of the same race, ethnicity, and gender.
  - Office of Diversity & Inclusion, see Resources
  - Automatic or requested investigation of potential impact on grades or evaluations. No
  - Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment. Unknown

- **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? Unknown
  - Working groups or committees with power to change or propose changes to policy: University Diversity Council, Link, Student government (Associated Students): Diversity Affairs Council, Link; There is a new Presidential Task Force on University Policing that is looking to expand the scope of the Clery Act Report.
  - Cultural surveys, regular or only after wide-spread reports or high-profile incidents. The university is looking at ways to “Facilitate a survey of students, faculty, and staff to identify critical issues related to racial discrimination and institutional racism on our campus, and report findings and provide recommendations to the President by May 2021.” From University President update on Anti-Racist Actions in Jan 2021
  - Leadership proactively asks students and/or staff for input on how to improve. In October 2020, a Presidential Task Force on University Policing was established.