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

This is what was found by JMU-GES Pod at James Madison University 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:**
  - Are reporting policies regularly reviewed? Yes. What is the process for changing policy? Though the Office of Equal Opportunity
  - Are the rates of reporting made publicly available (e.g. # of reports each year)? Not obviously on the website.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Who are the designated individuals/positions for reporting incidents? Office of Equal Opportunity, Amy Sirocky-Meck, Interim Director
  - Can reports be made online? Through two places our LiveSafe App and online Where?, [https://www.jmu.edu/publicsafety/silent_witness_form.shtml](https://www.jmu.edu/publicsafety/silent_witness_form.shtml) Anonymously? Yes
  - Who do in-person and online reports go to? Office of Equal Opportunity, Amy Sirocky-Meck, Interim Director Who has access to see reports? This is not clear
  - Are police included in the process? Yes. When and how? Listed online Are individuals accompanied by an advocate or someone from the organization? Yes, it appears so. Variable, depending on what is reported.

- **What are the outcomes or consequences for reported individuals?**
  - Depending on the offense: Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
  - Who decides the outcomes/consequences? What is the process?
  - Are reports tracked? Yes How are they tracked? Office of Equal Opportunity By who? Amy Sirocky-Meck, Interim Director
  - Are repeated complaints escalated to a disciplinary board? Yes. What is the process? If the Director of Equal Opportunity (DEO) finds that the evidence justifies a preliminary finding of violation, the DEO will notify the appropriate vice president organizationally above the respondent, the complainant and the
respondent that he or she is referring to the appropriate office for potential further proceedings. If the respondent reports under the president’s office rather than under a vice president, the president will be notified. If the respondent is a visitor, the DEO will advise the vice president over the university-sponsored or contracted working or learning activity in which the visitor is engaged. The DEO will serve as a resource for any hearing officer or body who is charged with conducting a hearing or reaching a decision on the issue of the respondent’s misconduct under the terms of this policy. Upon request, the DEO may serve in an advisory capacity in any such hearing or meeting.

● What resources are available for individuals reporting?
  ■ For Student, there is the Office of Student Accountability and Restorative Practices [https://www.jmu.edu/osarp/index.shtml](https://www.jmu.edu/osarp/index.shtml) for employees this is through Human Resources and the Faculty Ombudsperson [https://www.jmu.edu/academic-affairs/faculty-ombudsperson/faculty-contact.shtml](https://www.jmu.edu/academic-affairs/faculty-ombudsperson/faculty-contact.shtml)

● What resources are available to groups raising issues or proposing changes?
  ○ For student there is Student Government Association, [https://info.jmu.edu/sga/](https://info.jmu.edu/sga/); for faculty, there is Faculty Senate [https://www.jmu.edu/facultysenate/index.shtml](https://www.jmu.edu/facultysenate/index.shtml); there is also the Employee Advisory Committee, [https://www.jmu.edu/eac/index.shtml](https://www.jmu.edu/eac/index.shtml); the LGBTQ Employee Group, [https://www.jmu.edu/lgbtfacultystaff/index.shtml](https://www.jmu.edu/lgbtfacultystaff/index.shtml); and the Madison Caucus for Gender Equality, [https://www.jmu.edu/caucusgenderequality/index.shtml](https://www.jmu.edu/caucusgenderequality/index.shtml)
  ○ James Madison University participated in a job satisfaction survey of full-time instructional faculty conducted by the Collaborative on Academic Careers in Higher Education (COACHE) of the Harvard Graduate School of Education. JMU also participated in 2008 and in 2012. This survey is intended to assess faculty satisfaction with various policies, procedures and aspects of their work in terms of support for their professional performance.