URGE Complaints and Reporting Policy for Texas A&M University at Galveston.

This is what was found by Phytoplankton Pod at Texas A&M University at Galveston 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:**
  - [https://www.tamug.edu/ocs/Stop-Hate.html](https://www.tamug.edu/ocs/Stop-Hate.html) - Texas A&M University at Galveston
  - The department does not have a web page for this and most likely depends on the reporting portal of the University as a whole. - Department of Marine Biology
  - Are reporting policies regularly reviewed? What is the process for changing policy? Yes, all TAMUG policies must be reviewed every 5 years, but are allowed to be reviewed and changed before each 5 year assessment. Link to this: [https://rules-saps.tamu.edu/PDFs/01.01.01.M0.01.pdf](https://rules-saps.tamu.edu/PDFs/01.01.01.M0.01.pdf).
  - Are the rates of reporting made publicly available (e.g. # of reports each year)? [https://www.tamug.edu/ocs/faq/FAQ-Accused-Students.html](https://www.tamug.edu/ocs/faq/FAQ-Accused-Students.html) The rates of reporting are not made publicly available at TAMUG. However, there is a TAMUG hazing report available here: [https://www.tamug.edu/ocs/Stop-Hazing.html](https://www.tamug.edu/ocs/Stop-Hazing.html). Further, the specifics of reported cases are protected under FERPA. The university is restricted to discussing the case with the people involved, those designated to know by the people involved, and those with an educational need to know. Waivers can be signed by people involved to release the conduct files to those of their choosing.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Who are the designated individuals/positions for reporting incidents? All Texas A&M employees are mandatory reporters except for those expressly exempted in this Rule or Section 2 of Texas A&M System Regulation 08.01.01, *Civil Rights Compliance.*
  - Can reports be made online? Where? Yes, [https://cm.maxient.com/reportingform.php?TAMUGalveston&layout_id=5](https://cm.maxient.com/reportingform.php?TAMUGalveston&layout_id=5) Anonymously? Yes, they can fill in their name if they would like, but it is not required.
  - Who do in-person and online reports go to? Who has access to see
Reports sent in online are reviewed by TAMUGs “CARE team” which is a group of people that review all of the various types of reports and then send the report to the right department/resource to handle and help with the issue. The names of the CARE team are publicly available. You can also access these people over the phone or in person during office hours in their designated office. Those members can be found here: https://www.tamug.edu/care/Team-Members.html

- Additionally reports can be made to the following depending on who the perpetrator is:
  - **Student** Associate Vice-President for Student Affairs, sutherlt@tamug.edu, 409-740-4598
  - **Faculty** – Dean of Faculties, Dof@tamu.edu, 979-845-4274
  - **Staff or Third Party** – Executive Director of Human Resources and Organizational Effectiveness, hr@tamug.edu, 409-740-4532
  - If the report is for hate/discrimination it is sent to and reviewed by Department of Civil Rights and Equity Investigations (CREI), this team can be found listed here: https://titleix.tamu.edu/our-team/

- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? Police are not included in the process unless the complainant decides, they are informed by those reviewing the complaint that it is up to them to contact the police and send in a separate form. The complainant has a case manager that supplies support throughout the process and also provides information of other resources available to the complainant.

**What are the outcomes or consequences for reported individuals?**

- For employees (depending on the severity of the incident) https://rulesadmin.tamu.edu/rules/download/08.01.01.M1.01
  - Written warning or reprimand, required training and/or attendance at counseling, “no contact” restrictions, probation, suspension, termination, etc.

- For students (depending on the severity of the incident) https://rulesadmin.tamu.edu/rules/download/08.01.01.M1.01
  - Campus housing sanctions, letter of reprimand, letter of enrollment block, educational requirements, community/university service, restitution, restrictions, conduct review, conduct probation, ineligibility for representative positions/scholarships, suspension, expulsion, etc.

- Who decides the outcomes/consequences? What is the process? The process is stated in the TAMU rules as: “A substantiated allegation of prohibited conduct will result in disciplinary action, up to and including termination of employment or separation from the University. Third Parties who commit prohibited conduct may have their relationships
with the University terminated and/or their privileges of being on University premises withdrawn.

- Are reports tracked? Yes/No? How are they tracked? By who?
  https://rulesadmin.tamu.edu/rules/download/08.01.01.M1.01
  Yes, reports are tracked through the Department of Civil Rights and Equity Investigations (CREI). CREI receives and investigates all filed reports. CREI contacts the Assistant Vice President and Title IX Coordinator. CREI appoints the Investigative Authority. The Investigative Authority (IA) consists of one or more trained individuals appointed to conduct a formal investigation to discover and summarize the facts related to an allegation in an Investigation Report. The University’s Chief Risk, Ethics, and Compliance Officer will appoint a University Official and/or a Hearing Officer to be the Designated Administrator. The Designated Administrator (DA) reviews the Investigation Report, the documentary evidence, the record of the hearing (if applicable), and any other relevant information and renders a written decision of responsibility based on the preponderance of the evidence. If the Complainant or the Respondent files a valid appeal of a dismissal of allegations, the Appellate Authority (AA) will review the Investigation Report, the DA’s decision, the documentary evidence, the record from the hearing (if applicable), and any other relevant information and render a written decision on the appeal.

- Are repeated complaints escalated to a disciplinary board? What is the process? Repeated complaints are considered when choosing appropriate disciplinary actions, which can increase the severity of the repercussions.

  - What resources are available for individuals reporting?
    - When the complaint is sent, the complainant is informed of various resources available, including counselors to help the individual through the process. At TAMUG, this does include a semi-diverse counseling department, though improvements should be made with diversity in counseling, especially with Hispanic representation, considering ~20% of the student population identifies as Hispanic.
    - Under TAMU rules, the complainant is protected and accommodations will be made regarding the work/class environments to support the individual and provide time for healing following the incident. Although this is stated, there are no details or examples of how this is conducted.

  - What resources are available to groups raising issues or proposing changes?
    - https://www.tamug.edu/diversity-new/CLIDE.html
      - CLIDE leads TAMUG’s inclusion, diversity, equity and accountability (IDEA) efforts. Anti-racism allyship meetings are held twice a month. Yearly reports are available for student, faculty, and staff diversity. Students, faculty, and staff can request Intercultural Development Inventory Assessments to provide an intercultural development plan...
that supports expanding and enhancing cultural competency.

- [https://student-rules.tamu.edu/propose/](https://student-rules.tamu.edu/propose/)
  - Students, faculty, and staff can propose changes to the Student Rules.

- [https://yourvoice.tamu.edu](https://yourvoice.tamu.edu)
  - Students, faculty, and staff can complete this survey to describe their experience at Texas A&M. The survey is open from February 10 to March 7, 2021.

- Campus Climate Discussions (on TAMUG social media)
  - Students, faculty, and staff can participate in these open forums to discuss their experiences and efforts to drive change, specifically in regards to race and racism. The most recent meeting was October 14, 2020.