UBUNTU POD

URGE Complaints and Reporting Policy for the different institutes that make up our UBUNTU pod

This is what was found by UBUNTU on policies for handling complaints, the reporting process, resources, and possible outcomes.

Our pod is made up of members from a number of institutions:

- National Taiwan University
- GeoLatinas
- MARUM - University of Bremen
- Delft University of Technology
- University of Cape Town
- Swansea University
- University of Cambridge
- Brown University
- Mazac Academic Coaching LLC
- University of Gothenburg

The following is information from the different institutes.

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:

University of Cape Town, Oceanography (the below is institution wide)
  - [https://www.uct.ac.za/sites/default/files/image_tool/images/328/about/policies/Policy_Racism_Racial_Harassment.pdf](https://www.uct.ac.za/sites/default/files/image_tool/images/328/about/policies/Policy_Racism_Racial_Harassment.pdf) - University of Cape Town Policy on Racism and Racial Harassment
University of Cape Town, Policy on Sexual Harassment (from 2008!)

University of Gothenburg, Marine Sciences
The university of Gothenburg places a lot of emphasis on gender equality and there is very little information available regarding racism. So while issue of gender are explicitly addressed, racism falls under a broad banner of discrimination.
There is a general Swedish discrimination act:
https://www.do.se/other-languages/english/what-is-discrimination/#3

MARUM- Center for Marine Environmental Science
- https://www.marum.de/Service/Arbeitsplatz-MARUM/Mobbing.html (in German)
- https://www.marum.de/en/Service/MARUM-as-a-work-place/Bullying-stalking-sexual-harassment.html (in English)
It lists contacts to report bullying, stalking, discrimination, and sexual harassment. It does not offer direct reporting at MARUM (research faculty), but only at a wider level (university, city).
This page was created recently (summer 2020). There are currently no regular reviews planned. A yearly review will be suggested.

University of Bremen
- https://www.uni-bremen.de/en/ade - University of Bremen ADE (Arbeitsstelle gegen Diskriminierung und Gewalt). Materials page outlines reporting procedures in German and English. The website contains a lot of information in both languages.
The flyer is also available in five languages. The website seems to be regularly updated. I haven’t seen any publicly available reports.

Swansea University
- https://www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/dignity/ - Harassment for download available on this page. Looks like it was updated February 2021. There are also “Harassment Advisors” that one can reach out to for help. The University also offers mediators to resolve disputes (all found on the link above)

GeoLatinas (Latinas in Earth and Planetary Sciences)
- For the moment, all complaints that go against our mission statement typically get reported to the Board of Directors (any of the members in there, whomever the person reporting feels can open up) and alternatively the membership subcommittee. We handle this on a case by case basis, with at least 3 leaders guiding the discussion and steps to
take. We don’t have a written process that specifically addresses racism, but rather it's all clumped as under "against the mission" and it would be useful to be more specific and perhaps even outline additional steps pre-during and post complain for this specific issue.

Mazak Academic Coaching
- We are a small company and directly work with the CEO and create policy as we need and somewhat preemptively as a result of our current equity and justice training. We don't have a written process on this.

Brown University
- The university is fairly good on paper for all these issues, having a way to report, explain the process, and divides it into separate issues dealing with bias incidents, discrimination and harassment, title IX & gender equity. Perhaps they are getting better with time, but in my years and experience while there, when there was an incident (I witnessed at least 7 between 2008 and 2019) the rules and amazing material didn’t quite match the actions and protection to the person making the complaint. Perhaps part of the disconnect was the view, actions and expectations between department and university wide practice? It’s a shame, that place is pretty amazing otherwise and seems like the bad action of a couple or just a few tainted the experience of a larger number.

- Link - Organization, Company, University Policies
- Link - Department, Lab, Division, Advisor or Supervisor Policies
  - Link - Department, Lab, Division, Advisor or Supervisor Policies
  - Are reporting policies regularly reviewed? What is the process for changing policy?
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?

National Taiwan University
The university has explicit information about gender descrimination and sexual harassment claims hotline. I was not able to find any information about race descrimination resources at NTU, although there is a language barrier (some chinese pages are not translated to English) and I might have not find the correct pages. I asked students in my lab and they did not know any resources offer to them about descrimination, but they are aware of help hotlines for gender descrimination. The labor union at NTU also has push for policies that protect women for sexual harassment

Labor union resources: link
Student resources for gender discrimination and bullying (Link)

Delft University of Technology
The university has an Undesirable Behaviour Complaints Committee. It processes complaints regarding “among other things, sexual and other forms of intimidation, discrimination, aggression and violence, threats, harassment, and gossip.” The documentation explains with detail the mechanisms and procedures to file complaints. However, I did not find an explicit definition of the behaviours that are deemed as “undesirable”. It is stated that the complaints policy is designed in alignment with the Code of Conduct of the Collective Labour Agreement for Dutch Universities. I did not find any references to race discrimination.
TU Delft Regulations for Complaints Concerning Undesirable Behaviour: link
Collective Labour Agreement for Dutch Universities: link

University of Cambridge
To my knowledge the university does not have any reporting system specific to racial discrimination/racist behaviour. It has a reporting system specific to sexual misconduct/harassment: https://www.breakingthesilence.cam.ac.uk/. There is a general reporting page for students here:
https://www.studentcomplaints.admin.cam.ac.uk/harassment-sexual-misconduct/reporting-harassment-bullying-discrimination-or-sexual-misconduct. Even though after reading it you can report discrimination the wording, including in the link, put strong emphasis on sexual misconduct so I’m wondering if someone victim of racial discrimination would feel encouraged to use these tools. For staff, it was harder to find how to report any misconduct but I ended up finding this page: https://www.hr.admin.cam.ac.uk/policies-procedures/dignity-work-policy/sources-support. There is again a strong emphasis on bullying/harassment and in fact for racial harassment they redirect to a service of the city council which I find surprising given the size of the university.
There is a page for anonymous reporting of “any inappropriate behaviour of any kind […] including harassment, bullying, discrimination and sexual misconduct”
https://www.studentcomplaints.admin.cam.ac.uk/anonymous-reporting. The link suggests it is only for students to report but staff can also use it.
Cambridge university is also quite peculiar for the college system with all students and most staff being affiliated with a college. I expect that most colleges do not have their own reporting system (mine doesn’t as far as I can tell) but that people such as Senior Tutors for students and Vice-Masters for staff would be college point of contact to report any racial discrimination/misconduct.

- What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
University of Cape Town, Oceanography

- Who are the designated individuals/positions for reporting incidents? The office for inclusivity and change [http://www.oic.uct.ac.za/](http://www.oic.uct.ac.za/)
- Can reports be made online? Where? No, but the hotline is available 24/7 Anonymously? Yes
- Who do in-person and online reports go to? Who has access to see reports? “Not publicly listed/Unknown”
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? The office provides advice, mediation, legal support, and runs awareness campaigns

University of Gothenburg

The equality ombudsman and the equality and diversity coordinator are recommended contactpersons

Guidelines for reporting discrimination/harrassment [https://medarbetarportalen.gu.se/working_at/equal-treatment+/in-the-event-of-discrimination-or-harassment/](https://medarbetarportalen.gu.se/working_at/equal-treatment+/in-the-event-of-discrimination-or-harassment/)

University of Bremen

- Who are the designated individuals/positions for reporting incidents? Centre against Discrimination & Violence (ADE)
- Can reports be made online? Where? Official reports have to be written down Anonymously? No
- Who do in-person and online reports go to? Who has access to see reports? An initial meeting can be made with the ADE and stays confidential. ADE then supports the victim with their official reporting
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? ADE supports the victim with their official reporting, including with a lawyer and psychologist

Swansea University

- Who are the designated individuals/positions for reporting incidents? Centre against Discrimination & Violence (ADE)
Can reports be made online? Where? Yes: 
https://www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/dignity/
Anonymously? Yes

Who do in-person and online reports go to? Who has access to see reports?
The Equality Team (equalopportunities@swansea.ac.uk)

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? I can’t find anything about police involvement. I don’t think they are involved based on my research.

National Taiwan University

Who are the designated individuals/positions for reporting incidents? Gender Equity education committee

Can reports be made online? Where? No, but the hotline is available 24/7 (call 02-33669110.)

Anonymously? No

Who do in-person and online reports go to? Who has access to see reports? Unknown

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? Yes, police are included in the process. Taiwan has very explicit laws of what constitutes sexual harassment and there must be evidence gather towards the person accused of sexual harassment.

Delft University of Technology

Who are the designated individuals/positions for reporting incidents? TU Delft Undesirable Behaviour Complaints Committee.

Can reports be made online? Where? Contact by email with HR adviser, Safety and Security, or one of TU Delft's confidential advisers.

Anonymously? No. An admissible complaint should include at least the name and the address of the person submitting the complaint.

Who do in-person and online reports go to? Who has access to see reports? (1) Contact with HR, Safe and Security or Confidential Advisers (2) Complaints Committee (3) Executive Board and Dean of the Faculty. It is not clear who has access to the reports.

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? I didn’t find any mention of it.

University of Cambridge
Who are the designated individuals/positions for reporting incidents? At university level I think it would be HR manager/advisers for staff, the Office of Student Conduct, Complaints and Appeals for students; at college level it would be Senior tutors for students and line manager for staff.

Can reports be made online? Where? Yes, see above

Anonymously? Yes, see above

Who do in-person and online reports go to? My understanding is HR manager/advisers for staff, the Office of Student Conduct, Complaints and Appeals for students

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? I do not think that is the case; the university does not involve police unless there is a threat and it got student approval; the university website also provide students with instructions if they want to report to the police themselves

Brown University
- There is a form to fill out to give details of the bias incident. One must be logged in though, which may not always be doable and is attached to our profile/our records. The form states in the introduction that confidentiality is an option, but there is no explicit way to do that unless you are a student. We have an Ombuds office so I assume that is the way, however that’s not stated on the form to fill out for complaints.

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

University of Cape Town, Oceanography
- Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
- Who decides the outcomes/consequences? What is the process? This is difficult to find information on.
- Are reports tracked? Yes How are they tracked? By who?
- Are repeated complaints escalated to a disciplinary board? What is the process?
- This is a bit of a grey area

University of Bremen
- Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
- Who decides the outcomes/consequences? What is the process?
- Are reports tracked? Yes/No How are they tracked? By who?
- Are repeated complaints escalated to a disciplinary board? What is the process?
  ⇒ no public information on this (Confidentiality is important in Germany)
Swansea University

- Info found here: https://myuni.swansea.ac.uk/academic-life/academic-regulations/conduct-and-complaints/dignity-at-work-and-study/#bbq=on&formal-procedures=is-expanded&reporting-monitoring-evaluation-and-review=is-expanded
- Student disciplinary procedures: https://myuni.swansea.ac.uk/academic-life/academic-regulations/conduct-and-complaints/disciplinary-procedures/#bbq=on
- Staff disciplinary procedures: https://staff.swansea.ac.uk/professional-services/human-resources/policies-and-procedures/#bbq=on&conduct-grievance-and-ending-employment=is-expanded
- Who decides the outcomes/consequences? What is the process?
- Are reports tracked? Yes How are they tracked? By who? Regulations, Quality and Standards Committee
- Are repeated complaints escalated to a disciplinary board? What is the process?

Nation Taiwan University

I was not able to find who is responsible in the school, or if they are tracked. Besides the Gender Equity Education Committee, I was not able to find any other information about report process. If a teacher of faculty is accused of sexual harassment, he might face suspension or losing their job.

Delft University of Technology

- Who decides the outcomes/consequences? What is the process? The Complaints Committee inspects the complaints, gathers further information, and holds hearings with the parties involved. Based on this, it advises the Executive Board and gives recommendations. The final decision is made by the Executive Board.
- Are reports tracked? How are they tracked? By who? The Complaints Committee keeps records of all the processes.
- Are repeated complaints escalated to a disciplinary board? What is the process? Not specified

University of Cambridge

- Who decides the outcomes/consequences? What is the process? I find the process not clear if a staff is reporting, or if a student is reporting about a staff. If a student is reporting about a student, the process is described here (https://www.studentcomplaints.admin.cam.ac.uk/harassment-sexual-misconduct/)
reporting-harassment-bullying-discrimination-or-sexual-misconduct) with a discipline committee deciding outcomes/consequences

○ Are reports tracked? How are they tracked? By who? For student it would be tracked by the office of Student Conduct, Complaints and Appeals I think. The process is much less clear for staff...

○ Are repeated complaints escalated to a disciplinary board? What is the process? No such information on the university website. I know of a group PI who was reported multiple times for bullying students/postdoc with no serious consequences, and students currently in the group are all still seriously affected by bullying from him. Not for racist discrimination in that context but still does not give me great hope. From what I know that PI was reported at department level, not university level, but not sure things would be different.

- What resources are available for individuals reporting?

University of Cape Town, Oceanography
- The office for inclusivity and change provides a number of resources
- Counselors and mediators are available to assist with issues/ transgresses of policy - provide support for both respondents and victims/survivors

University of Bremen
- The Centre against Discrimination and Violence (ADE) provides a number of resources.
- It is advised to start a first consultation / initial discussion, we clarify your concerns, analyze your problem situation, and explain options for action and support
- Also provides courses and consultations for all levels, not only victims

National Taiwan University
The university offers counseling services to the victims of bullying and harassment, as well as to the perpetrator.

University of Cambridge
The university list support available for staff and student here: https://www.breakingthesilence.cam.ac.uk/if-you-have-been-affected-harassment-or-sexual-misconduct. In particular they can have access to counselor. Again it sounds like the main target are victims of sexual harassment although maybe I misunderstand what harassment encompasses? Not sure it includes racial discrimination?
Delft University of Technology
Employes and students can contact the HR or Confidential advisor of the Faculty/

Brown University
I found a few links available online including campus-wide and department-specific (link).

- **What resources are available to groups raising issues or proposing changes?**
  
  University of Cape Town, Oceanography
  
  - The OIC office is very active: “Our mission is to provide effective support and encourage collaborative leadership at the University of Cape Town through evidence-led inclusivity programmes. Inclusivity is generated through a multipronged approach that focuses on curriculum, disability services, institutional cultural change, sexual and gender-based violence prevention policy and research.” They are approachable and responsive. The Students Representative Council is also an avenue to work with.
  
  - Leadership within the Oceanography department has worked with the students for input, although I am not aware of any active changes that have been implemented (difficult during COVID)

University of Bremen
- There is a very active and powerful community regarding gender discriminations, as this is written in the Bremen Higher-Education law. Other discrimination types are recognised and can be acted against, but less actively than regarding gender discrimination

- Nation Taiwan University
  
  The student body of the university is very outspoken, and my experience in the university is that the school is very supportive of rallies, committees and unions. However I do not know if the university has changed policies or discipline faculty or student who have committed any type of harassment.

Delft University of Technology
A D&I office was created last year in September. The Diversity Officer can be directly contacted if anyone wants to discuss issues related to diversity.

Other notes
Directions to the Box Office
The Box Office is located on the ground floor of the Union Buildings, the central administrative building of the University of Cape Town. 

Opening Hours
The Box Office is open from Monday to Friday, 9:00 AM to 5:00 PM. On Saturdays, the Box Office is open from 10:00 AM to 1:00 PM. The Box Office is closed on public holidays.

Access to the Box Office
The Box Office is located on the ground floor of the Union Buildings, accessible via the main entrance. 

Contact Information
For any questions or inquiries, please contact the Box Office at 120 000 1234 or info@uct.ac.za. 

Ticketing Policy
The University of Cape Town reserves the right to refuse entry to any person who is under the influence of alcohol oramines, or who is behaving in a manner that is disruptive or inappropriate. 

Any other specific requirements for ticketing, including age restrictions, will be clearly indicated on the event page. 

Good luck with your event planning!

Sincerely,
[Your Name]