URGE Complaints and Reporting Policy for University/Organization

This is what was found by UCR UGRAD POD at the university of California Riverside 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:
  ○ Link - Organization, Company, University Policies
  ○ Link - Department, Lab, Division, Advisor or Supervisor Policies
  ○ UC Riverside Academic Senate: Academic Senate Bylaws
  ○ UCR Policies and Procedures
  ○ Complaint Resolution | Office of Diversity, Equity & Inclusion (ucr.edu)

○ Are reporting policies regularly reviewed? What is the process for changing policy?
  ■ There is for sexual assault, domestica violence and stalking
  ○ Are the rates of reporting made publicly available (e.g. # of reports each year)?
    ■ Unknown/ they try to keep everything private
    ■ Maintain records of statistics but seems like this private/unknown
    ■ Dislcose info from community

● What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
○ Who are the designated individuals/positions for reporting incidents?
  ■ N/A/ unknown

○ Can reports be made online? Where? yes  Anonymously? Yes
  ○ Who do in-person and online reports go to? Who has access to see reports?
  academic senate committee on diversity, equity, and inclusion
  ○ Title9, equal opportunity and affirmative action office have access to report (vice chancellor) (cheap compliance officer) (access to reports is confidential)

○ Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?

  Yes, but they are one of the people that can be notified and investigate the conduct. Almost as if mandatory reporters.

● What are the outcomes or consequences for reported individuals?
  ○ Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
    ■ They investigate and then discuss disciplinary actions
    ■ Flow charts show how complaints are accessed. And flow chart for complaint resolution
    ● Discrimination and Harassment Complaint Resolution | Compliance (ucr.edu)

○ Who decides the outcomes/consequences? What is the process?
  ■ Negotiating and agreement for disciplinary action/ first approach is being flexible if the violation is less serious. Full range of possible approaches involving the possible parties. There is also a formal investigation if it is serious enough.

○ Are reports tracked? Yes  How are they tracked? by who? Title 9 equal opportunity affirmative action office, Clery act

○ Are repeated complaints escalated to a disciplinary board? What is the process?
  ■ Unknown
- If case is unsuccessful, it may be recommended for further investigation.
- There is also a minimal standard that must be met with complaints.

- **What resources are available for individuals reporting?**
  - Counselors or advocates, especially those of the same race, ethnicity, and gender.
  - Office of the ombuds (impartial resource for UCR members with UCR related concerns can have options and resources)
  - Facility and staff assistance program
  - CARE campus advocacy resources and education
  - CAPS counseling and psychological services
  - Automatic or requested investigation of potential impact on grades or evaluations.
  - academic advisor where they track if you are on good standing etc
  - Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
  - Have options for pass or fail classes or to drop classes

- **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?
  - CARE
  - CAPS
  - Working groups or committees with power to change or propose changes to policy.
  - Student senate
○ 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.

■ URGE