

URGE

Unlearning Racism in Geoscience



This is what was found by **Cardiff Earth and Environmental Sciences Pod** at **Cardiff University** on policies for handling complaints, the reporting process, resources, and possible outcomes. 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](#) (Students complaints policy, publicly available information), [Link](#) (Complaints for staff, found through the university intranet), [Link](#) (Dignity at work and study policy), [Link](#) (Complaints page for Cardiff University, publicly available and directs user to the relevant policy/page) - Organization, Company, University Policies
 - Department, Lab, Division, Advisor or Supervisor Policies.
School complaints administrator contact:
earthstudentcomplaints@cardiff.ac.uk
ED&I committee has been set up within the school that would deal with reports: edi-earth@cf.ac.uk
 - Are reporting policies regularly reviewed? What is the process for changing policy?
The University is currently re-designing its complaints procedure, and the way that complaints are dealt with. One thing that was unclear from our investigation is who is involved in the process, i.e., are the policies reviewed internally or is there a chance for the broader community to weigh in.
 - Are the rates of reporting made publicly available (e.g. # of reports each year)?
Whilst we were unable to find a Cardiff University specific report, the number of complaints received by the University were made publically [available](#) in a nation-wide summary of the number of formal complaints received at higher education institutions.
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents?
Within the school a ED&I committee has recently been established (Fall 2020) to handle any complaints/reports. The committee will attempt to reach a resolution informally before an official complaint is made through the School or University.
 - Can reports be made online? Where? **Yes**, [Link](#) Anonymously? **Yes**; *within the school the ED&I committee will anonymise any complaints or reports.*
 - Who do in-person and online reports go to? Who has access to see reports?

Informal reports are, initially, submitted to the ED&I committee. Official complaints are generally submitted to the individual's line-manager or, if the line-manager is involved in the report, the Head of School.

- Are police included in the process? When and how?
Police can be included in the process depending on the severity of the report/incident.

- Are individuals accompanied by an advocate or someone from the organization?

Students are able to get independent support and representation from the Students Union or the Citizens Advice Bureau. For staff, policies detail that 'Support will be provided by a senior member of HR staff unless that support is more appropriately provided from another division'.

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

- **Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.**

All of the possible outcomes listed here are considered based on the severity of the report/incident.

- Who decides the outcomes/consequences? What is the process?
Primarily, the ED&I committee will assess the report/complaint that has been made and, if possible, attempt to reach an informal resolution. If an informal resolution cannot be reached then the report will be submitted formally to the line-manager or Head of School. At that time the HoS will appoint an Investigating Officer who will work with a member of HR to collate all relevant information. The Investigating Officer will compile a report of their findings for consideration by the HoS who will then decide if any remedial action is appropriate and inform the employee who raised the grievance of their decision.

- Are reports tracked? How are they tracked? By who?

Reports will be tracked by the ED&I committee and/or the HoS.

- Are repeated complaints escalated to a disciplinary board? What is the process?

The Investigating Officer will compile a report of their findings for consideration by the HoS who will then decide if any remedial action is appropriate and inform the employee who raised the grievance of their decision.

- **What resources are available for individuals reporting?**

- Counsellors or advocates, especially those of the same race, ethnicity, and gender.

There are 3 Dignity and Wellbeing contacts in the School (academic staff). The university also has free counselling for all staff which is confidential and runs 24/7.

Additionally mentoring schemes have been set up within the University that are specifically designed to help meet the needs of BME staff.

A senior Assurance officer for Race, Religion and Belief has recently been appointed within the university.

- Automatic or requested investigation of potential impact on grades or evaluations.
Academic Appeals procedure can be found [here](#).
- Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
The Academic Appeals procedure is unclear on this matter.
- **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?
Complaints from groups would be taken to the HoS. If necessary this would be escalated higher in the university structure. There are also working groups set up to look at policies that may be involved.
 - Working groups or committees with power to change or propose changes to policy.
There are several working groups throughout the university that are designed to evaluate specific policies and determine how they may be improved.
For example, the Race Equality steering Group and Subgroups have recently been established within the University.
Additionally, the university recently established the Vice-Chancellor's EDI advisory board.
 - Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
There is a regular staff survey that includes relating to bullying/harassment at work etc.
 - Leadership proactively asks students and/or staff for input on how to improve.
Leadership (in the form of line-managers or HoS) is encouraged to ask for feedback from students/staff through a range of mechanisms (e.g. Speak Week for students).

Pod Leader Signature, Date

Uni./Org. Leadership Signature, Date

Caroline Lee

Pod	Members:
Tiago	Alves
Adam	Beall
Sammie	Buzzard
Ollie	Campbell
Ernest	Chi Fru
George	Cooper
Huw	Davies
Matthew	Gleeson
Pan	He
Hall	Ian
Evans	John

Caroline	Lear
Shasta	Marrero
James	Panton
Jenny	Pike
Michael	Singer
Sophie	Slater
Hales	TC
Amy	Thomas- Sparkes
Penny	Wieser