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

This is what was found by [Insert Pod Name] at [University/Organization] 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
	+ 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)?
* **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
	+ Who are the designated individuals/positions for reporting incidents?
	+ Can reports be made online? Where? Yes/No, Link Anonymously? Yes/No
	+ Who do in-person and online reports go to? Who has access to see reports?
	Names and/or positions or “Not publicly listed/Unknown”
	+ Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
* **What are the outcomes or consequences for reported individuals?**
	+ 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?
* **What resources are available for individuals reporting?**
	+ Counselors or advocates, especially those of the same race, ethnicity, and gender.
	+ Automatic or requested investigation of potential impact on grades or evaluations.
	+ Protection against retaliation or repercussions, accomodations for continuing work/courses, option for pass/fail or outside assessment.
* **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?
	+ Working groups or committees with power to change or propose changes to policy.
	+ 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.