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.