

## URGE Complaints and Reporting Policy for University of Alberta

This is what was found by CAWS/RenR Pod at University of Alberta on policies for handling complaints, the reporting process, resources, and possible outcomes. Document was prepared by Rebecca Frei and Stephanie Ibsen and commented on by the entire pod. 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](#) - U of A Discrimination, Harassment and Duty to Accommodate Policy
  - [Link](#) - U of A Discrimination and Harassment Complaint Procedure
  - We could not find links to Department, Lab, or Supervisor policies
  - We have inquired about how often policies are reviewed and the process for changing policies but have not heard back yet.
  - We will ask the department head about this at our first meeting on February 19<sup>th</sup>.
  
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Who are the designated individuals/positions for reporting incidents?
    - Primarily the **Office of Safe Disclosure & Human Rights (OSDHR)**, but see more resources below
  - Can reports be made online? Where?
    - **Yes**, [Link](#)
    - Anonymously? Yes (You may choose to remain anonymous, but this will limit OSDHR's ability to provide advice and referrals.)
  - Who do in-person and online reports go to? Who has access to see reports?
    - Reports go to OSDHR and an advisor will work with you on your case. OSDHR will not share your case with anyone outside the office unless there is one of the following in the report:
      1. Disclosures that allege the harm or exploitation of minors;
      2. Disclosures that raise concerns about imminent harm to self or others.
      3. If obliged to do so as part of a legal process.
  - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
    - Unknown.
  
- **What are the outcomes or consequences for reported individuals?**
  - **Informal resolution:** this may take different forms but all must have the following aspects:
    - All parties involved agree to the resolution
    - The resolution is documented in writing
    - The parties involved take ownership of the resolution and self-enforce the agreement
  - A list of resources is provided to assist with informal resolution of a discrimination or harassment complaint:
    - The Office of Safe Disclosure and Human Rights
    - Office of the Student Ombuds (OSO)
    - Faculty and Staff Relations
    - Human Resources Services
    - A department Chair or associate Chair, or other official in a

department or a Dean or Associate Dean, in the case of a Faculty without department Chairs

- Graduate Student Assistance Program
- University Health Centre
- Counseling and Clinical Services
- Sexual Assault Centre
- University of Alberta Protective Services
- Student Success Centre
- Student Accessibility Services
- International Student Services
- Student Legal Services
- Aboriginal Student Services Centre
- Chaplains' Association
- Association of Academic Staff University of Alberta (AASUA)
- Non-Academic Staff Association (NASA)
- **Formal resolution:** Under no circumstances will the lack of willingness to engage in an informal process or failure to reach an informal agreement be held against any party in a formal resolution. A formal resolution process may also be engaged when a resolution reached through an informal process fails.
- Reporting is directly to the Associate Vice President (Audit and Analysis) and an annual report is submitted to General Faculties Council and the Board of Governors

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

- Providing advice and/or referrals to including, but not limited to Association of Academic Staff at the University of Alberta (AASUA), Non-Academic Staff Association (NASA), Office of the Student Ombuds (OSO), Sexual Assault Centre, Student Accessibility Services (SAS), Human Resource Services (HRS) and Organizational Health and Effectiveness (OHE)
- Can also provide referrals to external resources including law enforcement and/or the Alberta Human Rights Commission

- **What resources are available to groups raising issues or proposing changes?**

- We were able to identify recent a recent petition/signature campaign calling for changes in on campus policing but it is too soon to see how the results may be enforced. However, this is a potential avenue for proposing changes.
- There is a recently formed DEI committee in our department which is led by faculty members. We have scheduled a meeting with them to ask them what their goals are and what policies they will put in place for raising issues and eventually instating changes.
- [UAPPOL Document Development Procedure](#)