



Complaints and Reporting Policy



Investigating the policies for handling complaints and various resources at our respective institutions, and how we can make them better

The idea: Supervisors/advisors should make themselves available to staff or students and should advocate on their behalf. Leadership within an organization can be supportive with clear policies, responsive actions, and effective resolutions that hold people accountable.

Deliverable goal: This deliverable investigates the processes for reporting complaints, microaggressions, harassment, and overt racism, and how these incidents are documented and addressed at different levels within our organizations (e.g. lab/work group, department/division, university/organization). Identify what resources are made available to the targeted individual, such as counsellors of the same race and designated advocates throughout the process. Institutions may have specific policies regarding involvement of police and how to address impact on courses, grades, or evaluations.

Results:

This is what was found by the Heartland Pod 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.

University of Wisconsin-Milwaukee:

Reporting policies do not exist at our department/lab levels. The university-wide reporting policies for discrimination are found [here](#). This is run by UWM's Office of Equity/Diversity services and reports go to their 4-person team (names/roles listed on the website). Complaints can be made in-person, via phone or email. Anonymous reports are permitted. Resource list is available including counseling services, student centers, and other university resources. Online training is available. The full discriminatory policy is found [here](#). This provides some detail on what happens after the complaint and potential disciplinary actions. *Things I don't know:* whether 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 resources are available to groups raising issues or proposing changes?

University of Arkansas-Little Rock:

Information on reporting policies for UALR can be found [here](#).

Hendrix College:

Non-discrimination Notice found in the College [Catalog](#)

Department-level reporting/policies are not formalized. The department refers to the Campus policies. Below are links to information about the campus reporting policies.

Student Handbook: Link [here](#)

Academic [Grievances and Appeals](#)

Faculty Handbook: Faculty Grievances: Link [here](#)

Department-level policies for student and faculty Issues: Link [here](#)

From Employee Handbook: [Interim Policy Prohibiting Discrimination, Harassment, Sexual Misconduct, and Retaliation](#)

- Reporting policies are regularly reviewed by the managing office and/or faculty and faculty/administrative committees.
- No data is reported publicly regarding discrimination/harrassment (that I can find).
- Reporting mechanisms consist of providing contact information for “Officials with Authority” (whatever that means?), including the Title IX Coordinator, Provost, VP for Student Affairs, VP for Diversity and Inclusion, Director of Athletics, Director of Public Safety, and VP of Human Resources. Information on reporting (for employees at least), procedures, who sees the reports, potential disciplinary actions, who determines the outcome, and procedures etc.. can be found in the [Human Resources Policies](#) of the college.
- No online reporting system exists, which means the report is not anonymous if reported to any of the above positions.
- Contact information for institutional positions who are not mandatory reporters are available (i.e., Student Counseling Services, Medical Clinic, Chaplain's Office).
- Resources are available to groups raising issues or proposing changes?
 - Students raising issues and proposing changes submit these to Student Senate, the President of which sits on the the College Academic Policy Committee.

- Community discussions and town halls are commonplace and include voices of students, staff, and faculty. Typically the Office of Diversity and Inclusion follows up, suggests new policies and training practices, etc...
- Proposed policy changes typically go through the Council on Academic Policy, which includes the Provost, Associate Provost, the three Area Deans, the Faculty Representative to the Board of Trustees, the President, the student senate President, one elected student position, and three additional faculty members elected by the faculty. This committee reviews issues related to the academic policies and recommends changes that then go before the faculty at large for a vote.
- Climate Surveys are regularly collected and results are reported internally through the Institutional Research Office (i.e., National Survey of Student Engagement Survey)
- Diversity syllabus statement encourages students to suggest improvements.

Lafayette College (Melissa)

- [Anti-racism website](#) found on the college webpage as well as a [diversity statement](#)
- Department level reporting not formalized. College has a [website](#) for anonymous reporting but many links are broken or incorrectly linked (e.g., to HR benefits information). Almost all information on reporting of harassment or discrimination is focused on Title IX and sexual harassment, not concerns about racial discrimination/harassment.
- Beyond the anonymous reporting website, students are told to [contact a list of administrators](#) for “Inquiries regarding discrimination”
- Contact information for institutional positions who are not mandatory reporters are available (i.e., Student Counseling Services, Medical Clinic, Chaplain’s Office).
- No data is reported publicly regarding discrimination/harrassment (that I can find).
- There is a page on the [Anti-racism website](#) that talks about “our ongoing efforts” and much is made of the fact that plans are being developed for training and resources for students, faculty, and staff.
- There is a list of ways to get involved on the [Anti-racism website](#) that links to resources and readings.