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## **Massachusetts URGE Pod Deliverable 2: Complaints & Reporting Policy**

- Where do you voice complaints?
  - None of them are fully anonymous; the complaints seen in twitter feeds the issues are some that institutions are not prepared to change the conditions... need systemic change to the culture within academic institutions and society
  - Boston College: employee or student is discriminated against, there are numerous resources. The only fully confidential resources are the University Counseling, Mission and Ministry, and University Health Services offices. For reporting purposes, the best place for reporting is through the Office for Diversity and Inclusion which includes Title IX reporting, as well as any kind of harassment related to race or other factors, including the non-anonymous form below.
    - Non-anonymous form to report and OID has people of color to discuss their experience. OID will provide resources and offer counseling.
    - The Thea Bowman AHANA and Intercultural Center also has support resources for such complaints:  
<https://www.bc.edu/content/bc-web/offices/student-affairs/sites/ahana.html>
- Lesley University
  - Students have a bipoc@lesley instagram page where complaints are posted
  - BERT (bias education response team) incidents are reported for education purposes and training, but incidents involving faculty and staff also include HR, so that feels like a formal censure rather than “informal for learning/training”.
- Tufts University:
  - employee or student is discriminated against, go to the office of equal opportunity to get assigned a counselor for a confidential complaint; all complaints only go to this office for confidentiality purposes; if someone comes with you to a complaint you cannot ignore it. It has to be reported. 4-5 years ago
  - Tufts has an anonymous complaint form
- How do you make people feel comfortable coming to you?
  - Department culture curated over time from top down
  - Condemn actions of racism
  - Encourage white people to report incidents; don't put it on the person that was discriminated against to understand the scope of the problem
  - Use TA's as a safe space for students when things don't have to be reported

- What do you do if you're doing field work and see acts of racism? Do you not acknowledge it? How do you care for it? And develop trust.
  - Inventory of the resources that are available on syllabi
  - Address specific instances that are not acceptable
  - Syllabi assignments or feedback assignment for hw for intro questions
  - And open minded and ask questions about that
  - Lab environment with group lab assignments
  - Training for how to speak up in the moment
- What formal reporting process is available to you? Can you report online? Anonymously?
    - Boston College:
      - Discriminatory Harassment: <https://www.bc.edu/content/bc-web/offices/human-resources/sites/oid/Policies-and-Compliance/Discriminatory-Harassment.html>
      - Diversity and Inclusion Summit: <https://www.bc.edu/content/bc-web/offices/human-resources/sites/oid/Programs/Diversity-and-Inclusion-Summit.html>
      - Reporting form for Racial Hate Crimes or Harassment: <https://www.bc.edu/content/bc-web/offices/human-resources/sites/oid/Policies-and-Compliance/Hate-Crimes-and-Bias-Related-Incidents-Protocol.html>
      - EES Department Resources Page: <https://www.bc.edu/content/bc-web/schools/mcas/departments/eesc/about/resource-guide.html>
      - EES Department Code of Conduct: <https://www.bc.edu/content/bc-web/schools/mcas/departments/eesc/about/code-of-conduct.html>
      - OID Website with all resource links: <https://www.bc.edu/content/bc-web/offices/human-resources/sites/oid/Policies-and-Compliance.html>
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    - Lesley University:
      - Diversity, Equity, & Inclusion: <https://lesley.edu/about/diversity-inclusion>
      - Resources on Race and Anti-Racism: <https://lesley.edu/about/diversity-inclusion/resources-on-race-and-antiracism>
      - BERT (Bias Education Response Team): <https://lesley.edu/students/diversity-equity-and-inclusion/bias-education-response-team-bert> is the primary structure for reporting incidents
    - Tufts University:
      - Office of Equal Opportunity: <https://oeo.tufts.edu>
      - Diversity, Equity & Justice Resources: <https://diversity.tufts.edu/resources/campus-resources/>
      - Sexual misconduct reporting: <https://oeo.tufts.edu/reporting/sexual-misconduct/>
      - Tufts non-discrimination reporting: <https://oeo.tufts.edu/reporting/non-discrimination/>

- Anonymous Reporting:

[https://tuftsuniversity.ethicspointvp.com/custom/tuftsuniversity/oeo/form\\_data.asp](https://tuftsuniversity.ethicspointvp.com/custom/tuftsuniversity/oeo/form_data.asp)

- Were past incidents reported? Were there consequences for people involved, for the target?
  - [lesley] Sometimes. I'm sure many incidents go unreported. I know that 1 or 2 incidents have been reported in our division in the last year (reported by faculty). We have also read other incidents anecdotally on the bipoc@lesley Instagram page
  - [tufts] High profile incidence, e.g., those involving TUPD harassing students, get reported and widely covered. The university does not publicly provide information on how many reports of racial discrimination are reported on campus.
  - [BC] Major racist incidents - involving students - are reported on by the University, though some feel the reporting and acknowledgement sometimes comes late. Campus news and EES Department has been quicker to acknowledge these major campus incidents.
- What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
  - [lesley] all of these are supposed to be reported to BERT, the bias education response team.
  - [tufts] There are multiple in-person and online reporting mechanisms. These resources are linked above.
  - [BC] Department chair is always available, or the Office for Institutional Diversity and confidential resources described above.
- What are the outcomes or consequences for reported individuals?
  - [Lesley] I think the primary consequence is training. However, there was a case where a staff member lost their position that is believed to be related to a bias-response incident.
  - [tufts] Reported incidence are not publicised and consequences are not known. In the case of a recent incident where TUPD was harassing a group of Black students, there were no consequences for officers or TUPD leadership.
  - [BC] consequences are not reported due to confidentiality for students, but could include training, suspension, or even expulsion. For faculty/staff, consequences could be imagined, but there is no clear reporting or data on this.

-Are our institutions reactive? Or are they proactive?

- Title IX set-up to address sexual discrimination and be in compliance
- Enforced most often in athletics → where it has the most impact
- Diversity office is charged with the responsibility of being in compliance

Additional Resource for Post-Secondary Education:

- [https://www.aacu.org/sites/default/files/files/mei/williams\\_et\\_al.pdf](https://www.aacu.org/sites/default/files/files/mei/williams_et_al.pdf)