

URGE Complaints and Reporting Policy for Bates College

This is what was found by EACS Pod at Bates College on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; other answers were only found through follow up with contacts.

We have scheduled a meeting with the Title IX and Civil Rights Compliance Officer (2/18) to find answers to questions highlighted in orange below and to get feedback on our ideas for a departmental policy on filing and reporting bias and/or harassment complaints.

The link(s) to the reporting policy at our organization are here:

- College Policies
 - Campus Safety Incident Reporting Form: (anonymous)
<https://www.bates.edu/campus-safety/incident-reporting-form/>
 - Title IX Office Make a Report Page:
<https://www.bates.edu/here-to-help/make-a-report/>
 - Title IX Landing Page: <https://www.bates.edu/here-to-help/>
 - Here To Help Policies: <https://www.bates.edu/here-to-help/policies/>
 - Title IX How Can We Help Brochure
<https://www.bates.edu/here-to-help/files/2020/09/How-We-Can-Help.2020.pdf>
 - Bates College Ombuds Program: <https://www.bates.edu/hr/reference/ombuds/>
 - The Bates HR webpage does not have a formal employee complaint process/page other than Ombuds program. The employee handbook recommends that employees report to *someone who can address them properly*, typically a supervisor, or to speak with someone in the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations to the Assistant Vice President of Human Resources, who has the responsibility to oversee the investigation of all reported violations.
 - Bates College Employee Handbook:
<https://www.bates.edu/hr/files/2020/01/Bates-College-2019-Employee-Handbook-Revised-December-2019-Final-Word-Version.pdf> (see section 115 Whistleblowers Protection Policy)
 - Student conduct:
<https://www.bates.edu/student-affairs/student-conduct/code-of-student-conduct/>
 - Student Affairs:
<https://www.bates.edu/student-affairs/resources-for-support/#to-report-an-incident-of-bias-harassment-or-sexual-misconduct>

- Office of Equity and Inclusion Page (some of the links do not work -- seems like the best resource is the "Here To Help" page instead)
<https://www.bates.edu/equity-inclusion/policies/>
- Department, Lab, Division, Advisor or Supervisor Policies
 - We do not have a formal process in the department, but are working to establish complaint pathways for racial bias and harassment incidents among students, between students and faculty/staff, and among faculty and staff, in consultation with the Director of Title IX and Civil Rights Compliance.
 - We have been and will continue to work on a department code of conduct for field work.
 - Individual faculty members have informal lab policies.
- Are reporting policies regularly reviewed? What is the process for changing policy?
 - We are reaching out to the Director of Title IX and Civil Rights Compliance to learn more about this.
- Are the rates of reporting made publicly available (e.g. # of reports each year)?
 - Reports made to Campus Safety are available through the Clery Act
 - <https://www.bates.edu/campus-safety/reports/>

What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?

- Who are the designated individuals/positions for reporting incidents?
 - TITLE IX COORDINATOR (Director of Title IX and Civil Rights Compliance)
 - Gwen Lexow; glexow@bates.edu; 207-786-6445 | Lane Hall 202A
 - DEPUTY TITLE IX COORDINATOR FOR ATHLETICS
 - Celine Cunningham; ccuning@bates.edu; 207-786-6342 | Alumni Gym
 - DEPUTY TITLE IX COORDINATOR FOR STUDENTS
 - Erin Foster Zsiga; efoster@bates.edu; 207-786-6215 | Lane 104
 - DEPUTY TITLE IX COORDINATOR FOR FACULTY
 - Áslaug Ásgeirsdóttir; aasgeirs@bates.edu; 207-786-6472 | Lane Hall 120
 - DEPUTY TITLE IX COORDINATOR FOR STAFF
 - Melissa Benoit; mboenit@bates.edu; 207-753-6935 | 215 College St.
 - BATES SEXUAL ASSAULT VICTIM ADVOCATE (SAVA)
 - Andee Bucciarelli | sava@bates.edu; 207-753-6996 | Chase Hall 223
 - Provides information, advocacy, and support to anyone affected by sexual violence, sexual harassment, stalking, or interpersonal violence. Can assist with understanding campus reporting and resolution processes and with accessing resources and support. Can also assist with navigating local medical and legal systems.
 - COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)
 - 207-786-6200 | 31 Campus Avenue
 - Provides comprehensive mental health care, including both crisis and therapeutic counseling for students
 - MULTIFAITH CHAPLAIN
 - Brittany Longsdorf | blongsdo@bates.edu; 207-786-8272 | Wood Street, 2nd floor
 - Provides emotional and spiritual support through pastoral care and conversation.

- OFFICE OF INTERCULTURAL EDUCATION
 - Steven Parker | sparker3@bates.edu; 207-786-8303 | 151 Chase Hall
 - Provides individualized support. Can assist with understanding campus reporting and resolution processes and with accessing resources and support.
- The “How we can help?” Title IX brochure also lists off campus resources
- OFFICE OF EQUITY AND INCLUSION
 - [Report a Bias Incident](#) (along the main banner of website). Currently a dead link. The OEI has been informed.
- Can reports be made online? Where? Yes/No, Link Anonymously? Yes/No
 - Reports can be made online through [Campus Safety](#), and they can be made anonymously.
 - Campus Safety will “forward” complaints to appropriate office at Bates or law enforcement
 - Reports can be made online through the [Title IX office](#), and they can be made anonymously.
 - Website for anonymous reporting secure.ethicspoint.com
 - By phone at 844-251-1879. The Title IX Coordinator receives all anonymous reports.
 - REPORTING PRIVATELY (TITLE IX BROCHURE)
 - If you are ready to speak privately about your experience, we encourage you to speak with Gwen Lexow, the Title IX Coordinator, or any Deputy Coordinator. You may also speak with a member of Bates Campus Safety at 207-786-6254 or in person at 245 College Street.
 - All faculty, coaches, administrators, and residence life staff are required to share knowledge of any sexual violence or harassment (including assault, stalking, and interpersonal violence) with the Title IX Coordinator. Disclosure of sexual misconduct to any of these individuals will initiate a Title IX response. There is no time limit for reporting to college staff.
- Who do in-person and online reports go to? Who has access to see reports? Names and/or positions or “Not publicly listed/Unknown”
 - Don’t know in most cases! Reaching out to the Director of Title IX and Civil Rights Compliance.
 - If the report is made to campus safety then a log of the report and to whom the report was referred to is made publicly available through the [daily crime logs](#) and are ultimately made public that an incident has occurred, though details of the incident are still private.
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Information from Title IX office about reporting to local law enforcement <https://www.bates.edu/here-to-help/make-a-report/reportlpd/>

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?
- Title IX policies <https://www.bates.edu/here-to-help/policies/>

- Title IX Resolution Options:
 - Administrative resolution: a remedies-based approach with no formal investigation or determination of responsibility;
 - Informal resolution: an opportunity to reach a mutually-agreeable resolution of a complaint without a full formal grievance process;
 - Formal resolution: formal grievance process that includes a fact-gathering investigation into the complaint, a determination hearing, and opportunities for appeal.
- Student conduct conflict resolution & restorative justice:
 - <https://www.bates.edu/student-affairs/student-conduct/conflict-resolution-restorative-justice/>
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What resources are available for individuals reporting?

- Counselors or advocates, especially those of the same race, ethnicity, and gender.
 - CAPS (Counseling and Psychological Services); unknown demographics
 - [Mediation and Restorative Justice Fellows](#); 1-2 POC?
 - OEI: unknown student support staff
 - Student Support Advisors are trained to handle complaints
 - [No Contact Order](#)
 - [Protection from Harassment order](#)
- Automatic or requested investigation of potential impact on grades or evaluations.
- Protection against retaliation or repercussions, accommodations 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?
 - We are unaware of a formal process with regards to petitions. Students can bring up concerns with student government, Student Affairs, and through student protests. Faculty can bring concerns up to the Dean of the Faculty.
 - Staff???
- 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.