Policy for dealing with complaints

All members of the EPS community (see norms document, deliverable 1) have a responsibility to advocate for the community and are encouraged to be active bystanders. Department leadership (chair, department manager), undergraduate and graduate student advisors, and chair of the department grievance committee are responsible for responding to complaints and holding EPS members accountable.

Anonymous reporting page

The EPS department has an "anonymous" reporting page on its website (accessible here). Below are some proposed additions to improve it.

➜ Some of the context in the intro box of the reporting form should also be on the resources webpage that contains the link to the form, so that people know what it is for and where it goes.

➜ Some updated text and restructuring for the boxes in the reporting page is suggested. New guidelines are:
- ◆ It should be stated who reads the box
- ◆ complaints about the people who would otherwise receive the complaint should be directed to the Dean of Math and Physical Sciences?
- ◆ Make clear that if the commenter would like a direct response, they should contact the chair and/or department manager directly; all comments are logged and the response (and date) are logged.
- ◆ Inform what needs to be reported based on campus rules; this can be easily done by having more information about Title IX in the resources page
- ◆ Add to the box asking what they want done and what they don't want to see done, i.e., 'desired outcome"
- ◆ Example of the wording for the boxes is below

> ***Intro box:*** *This form is for anonymous comments or complaints that EPS needs to know about and cares about to create an inclusive and equitable community. This form is for those who do not feel comfortable being personally identifiable when reporting their experiences. The messages are read by the Chair of the Department, Michael Manga, and Department Manager, Veronica Padilla. We take these reports seriously, but because of the confidential nature of this form, we will not be able to follow up with you or acknowledge that your note has been received. If you would like a direct response, you are encouraged to email Michael and/or Veronica directly.*

> *Any issue that is a crime or known and clear violation of University policy should be reported directly to the appropriate official.*

> ***Complaint box:***
> *(required) Please describe your experience, complaint, or comment.*
>
> *(optional) Are there particular actions you would like for us to take (or not take) in response to your comment or complaint? Do you have a desired outcome? Are there particular people you would (or would not) like to be involved in our response?*
>
> *Please note that because this form is anonymous, we will be unable to follow up with you directly.*

➔ Anonymous reporting form is currently buried too far into the website / not in an intuitive place. Some proposed ways to elevate it are:
- ◆ Reduce clicks to find Resources page; perhaps even move the Resources tab to the top level bar (if there is a concern about space, perhaps the Lab Services tab could be embedded as a subdirectory of the Research tab)
- ◆ Add to 'Contact' page

➔ Some other thoughts:
- ◆ Add "and disavow" to the statement about Le Conte on the DEIA Statement page: *"We acknowledge and disavow the racist views of the founder of our department, [Joseph LeConte](#)." Done Friday Feb 12.*
- ◆ Campus policy for being respectful as a community should be linked or copied on the DEIA statement page as a sort of "these are the standards we are pledging to uphold" - similar to the mission statement.

EPS website - Resources page

Here are some ideas to improve the Resources page on the EPS website (accessible [here](#)). The main objective is to summarize EPS policies for addressing complaints or concerns, the reporting process and resources. The proposed improvements are centered around adding more information and creating a flowchart, which would be helpful for organizing all the information, whom to contact, what sort of complaint needs to be reported to campus, etc.

Information to add to the website:

- ➔ Provide a link to Title IX policy and make clear that SVSH (Sexual violence and sexual harrassment) needs to be referred to campus (by everyone)
- ➔ Try to make clear that some issues might be directed to the campus diversity office, or OMBUDS office, or the department will work with their help
- ➔ Mention that we have a grievance committee in the department. Ad hoc committees are made for each case. We follow campus policy on this.
- ➔ Encourage the UC implicit bias training for faculty, staff and students.
- ➔ Move the Resources page to be under DEIA
- ➔ Create an 'internal' portion of the resources page that gives individual names to contact within the department, such as grad reps, grad advisors, and the department chair and manager. Include photos or link the names to pages with a photo of them (it humanizes the experience, and hopefully makes it easier to reach out); or add them to the "contact" webpage with photos.
- ➔ Add link to University policy for the Prevention of Harassment & Discrimination (OPHD) (https://ophd.berkeley.edu/home; https://ophd.berkeley.edu/policies-and-procedures)
- ➔ Make clear that microagressions are part of the problem by adding the word "microagression" to the intro paragraph in the page with a link to information about what they are: "The Department of Earth & Planetary Science is committed to providing support to anyone who has experienced any form of harassment, discrimination, or microagression that impedes on one's right to a safe work environment."
- ➔ Direct mention of racial discrimination and information about where to report it.

A deeper restructuring of the Resources page and EPS website has also been proposed, where:
- ➔ Information and help about academic stuff would be included, e.g. "Who do I talk to for advising?", "Who do I talk to if I have financial barriers for participation?". There is some information about how to get money by doing fieldwork in the Statement page, but perhaps this sort of information could be repeated and made clearer in a Resources page
- ➔ The grad student handbook would be linked on the Resources Page Or the Apply to Grad School help page.
- ➔ If Resources is made into a top-level tab, perhaps there could be sub-tabs to help organize things. There might be some overlap in the resources presented in each sub-tab. The proposed organization is:
  - ○ Discrimination and Harrassment
    - ▪ confidential and non confidential resources
    - ▪ EPS anonymous box
  - ○ Conflict Resolution and Conduct
    - ▪ flow chart of who to talk to for various issues and degrees of escalation
  - ○ Academic Help
    - ▪ advising
    - ▪ grad school applications
    - ▪ undocumented student support

- Money for field gear

STEP-BY-STEP flowchart with condensed information and links to resources (embed a PDF or JPG?):
1. Who are you? (undergraduate, graduate student, postdoc, AR, faculty, staff, ...)
2. Confidential or non-confidential report?
3. Who is this issue concerned with (the party who the complaint is about)?
4. What is the nature of your issue? (sexual harrassment, race or gender discrimination/microaggression, other/general conflicts)
    a. Report to [first resource]
    b. If conflict is still not resolved, escalate to [2nd resource]

else if that's too technically challenging web-design-wise: links at the top or table of contents that lead people to the correct section

Actions related to complaints in the EPS department

➔ Be proactive: Annual meeting with groups and representatives (undergraduates, graduate students, postdocs, women in EPS, geoscientists of color)
➔ Be informed: encourage members of EPS to participate in bystander intervention training (at the AGU meeting; SAFE program and workshops; https://stepupprogram.org/) and take the UC Course in Implicit Bias
➔ Be accurate: Each semester, review the website list of resources and make sure current representatives are listed
➔ Be transparent: Produce annual report and log efforts and issues connected to DEIA