



URGE Complaints and Reporting Policy for University/Organization

This is what was found by Multiple Institute Faculty Pod on policies for handling complaints, the reporting process, resources, and possible outcomes.

- **The link(s) to the reporting policy at our organization are here:**
 - Oregon State University
 - <https://diversity.oregonstate.edu/bias-incident-response>
 - https://policy.oregonstate.edu/UPSM/05-005_responsible_employees
 - University of Texas El Paso
 - <https://www.utep.edu/hoop/section-6/ch-1.html>
 - Loyola University Chicago
 - <https://www.luc.edu/equity/policyprocedure/comprehensivepolicy/>
 - DePaul University
 - <https://offices.depaul.edu/secretary/policies-procedures/policies/Documents/Anti-Discrimination%20and%20Anti-Harassment%20Policy%20and%20Procedures.pdf>
 - University of Texas Marine Science Institute (UTMSI)
 - [University of Texas at Austin Institutional Equity Policies](#)
 - [University of Texas at Austin webpage that includes multiple resources for reporting violence, misconduct, harassment, or discrimination](#)
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents?
 - Oregon State University
 - The Office of Institutional Diversity [Bias Response Team](#)
 - Kim Kirkland, Title IX Coordinator and Executive Director (Sexual Misconduct and Discrimination)
 - University of Texas El Paso
 - President's Advisory Committee on Diversity, Equity, and Inclusion:
 - Loyola University Chicago
 - Office for Equity & Compliance
 - DePaul University
 - Office of Compliance and Risk Management
 - University of Texas Marine Science Institute
 - There are [a few offices at UT Austin](#) that manage reported incidents, including the Office of Investigation and Adjudication, the Office for Equity and Inclusion, the Office of the Dean of Students, the Title IX Office, and the Office of the Vice President of Diversity and Community Engagement. The [Ombuds Office](#) is a confidential resource for students



and staff that offers advice for various workplace issues (including smaller issues that might not be covered by law or University policies).

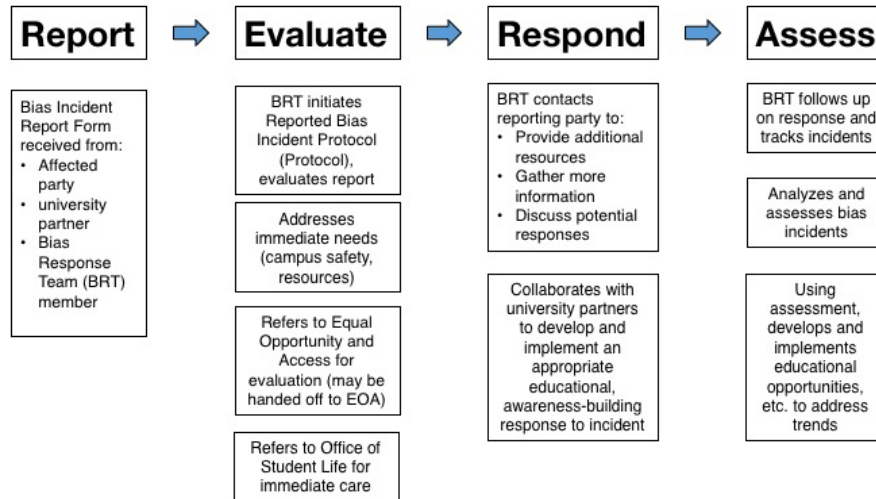
- Can reports be made online?
 - Oregon State University
 - Anonymous reports can be submitted online.
<https://diversity.oregonstate.edu/bias-incident-response>
 - University of Texas El Paso
 - Anonymous reports can be submitted online
 - Loyola University Chicago
 - Anonymous reports can be submitted online
 - DePaul University
 - Anonymous reports can be submitted online
 - Reports can also be submitted through a Misconduct Reporting Hotline
 - University of Texas Marine Science Institute
 - [Reports for policy violations](#) can be submitted to the Title IX Office or the Office of Investigation and Adjudication online (not anonymous)
 - More informal reports of discrimination can be reported to the Office for Equity and Inclusion [using this online form](#) (not anonymous)
- Who do in-person and online reports go to? Who has access to see reports?
 - Oregon State University
 - The University Bias Incident Response Team, or to the Title IX Coordinator
 - University of Texas El Paso
 - Equal Opportunity (EO) Office
 - Loyola University Chicago
 - Office for Equity & Compliance
 - DePaul University
 - DePaul University has contracted with a third party vendor to take the Misconduct Reporting Hotline calls. This is an independent company and has no connection to DePaul University.
 - Upon receipt of a misconduct report by the Misconduct Reporting Hotline, the hotline provider issues a confidential report to DePaul's Office of Compliance and Risk Management (C&RM).
 - University of Texas Marine Science Institute
 - Reports go to the Office for Inclusion and Equity (employees and campus visitors) or the Office of the Dean of Students (non-employee students). The Department of Investigation and Adjudication and the appropriate vice president or Dean of Students (or designee) are also involved in the reporting process. Besides the people involved in the investigation and reporting process, the reports are confidential.
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Oregon State University
 - Unknown



- University of Texas El Paso
 - Unknown
- Loyola University Chicago
 - Unknown
- DePaul University
 - Unknown
- University of Texas Marine Science Institute
 - Based on the Handbook of Operating Procedures, police are not included in the process. However, the University recommends filing a complaint with police if violence is experienced or witnessed.
- **What are the outcomes or consequences for reported individuals?**
 - Oregon State University
 - When the Bias Response Team receives a bias incident report, it coordinates with university partners to provide care and support to community members who may be negatively affected, and engages in a collaborative, restorative process to educate community members about the harmful impact of bias incidents.
 - University of Texas El Paso
 - Outcomes and Consequences will depend on evaluation of the report – informal and formal reports will be followed up on with different procedures. Timelines are given and for formal complaints investigations taking longer than 60 days need justification.
 - 1.4.3.14 Implementation of disciplinary action against faculty and employees will be handled in accordance with the University’s policy and procedures for discipline and dismissal of faculty and employees. The Dean of Students will impose disciplinary action, if any, against a student in accordance with the University’s student disciplinary procedures.
 - Loyola University Chicago
 - Resolution procedures:
<https://www.luc.edu/equity/policyprocedure/resolutionprocedures/>
 - DePaul University
 - There can be minor or major sanctions (major sanctions can include suspension or dismissal)
 - University of Texas Marine Science Institute
 - If it is found that a policy was violated, the vice president or designee “shall determine a disciplinary action that is appropriate for the severity of the conduct, and take whatever other action is necessary to end the discrimination or harassment. Disciplinary actions can include, but are not limited to, written reprimands, the imposition of conditions, reassignment, suspension without pay, and termination.” [From UT Austin Handbook of Operating Procedures.](#)



- Who decides the outcomes/consequences? What is the process?
 - Oregon State University



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- University of Texas El Paso
 - 1.4.3.11 Within ten (10) working days of that meeting, the vice president or his or her designee will take one of the following actions: request further investigation into the complaint; dismiss the complaint if the results of the completed investigation are inconclusive or there is insufficient reasonable, credible evidence to support the allegation(s); or find that this policy was violated
 - A decision that this policy was violated shall be made upon the record provided by the investigator and any comments submitted by the complainant or respondent; and shall be based on the totality of circumstances surrounding the conduct complained of, including but not limited to, the context of that conduct, its severity, frequency, whether it was physically threatening, humiliating, or was simply offensive in nature. Facts will be considered on the basis of what is reasonable to persons of ordinary sensitivity and not on the particular sensitivity or reaction of an individual.
 - 1.4.3.12 The complainant and the respondent shall be informed in writing by the vice president or his/her designee, of the decision and be provided a copy of the final statement of findings. However, if a complaint is filed against a student, then the complainant may not receive this information as the Family Education Rights and Privacy Act prohibits such disclosures.
 - 1.4.3.13 If the Vice President or his/her designee determines that this policy was violated, he or she will take disciplinary action that is appropriate for the severity of the conduct. Disciplinary actions can include, but are not limited to, written reprimands, the imposition of conditions, reassignment, suspension, and dismissal.
- Loyola University Chicago
 - University response to reports:
 - <https://www.luc.edu/equity/policyprocedure/universitysresponsetoreports/>



- DePaul University
 - Dean initiates investigation, attempt to resolve with informal process, if that fails the Dean presents faculty member with statement of charges, faculty can submit a rebuttal within two weeks, within four weeks the Dean (or designate) conducts a detailed review and the rebuttal and prepares a report. Faculty member has two weeks after seeing the report and evidence and has two weeks to provide a final statement before a decision is reached. Dean must make decision within eight weeks of the presentation of charges. If there are to be major sanctions, the process escalates to the Provost, who does more investigating and reaches a conclusion (within 10 weeks of the presentation of charges). There will be a formal hearing for tenure-line faculty if a major sanction is recommended by the Provost. This then moves to Faculty Council and a Hearing Committee is formed (three tenured faculty members). The Provost then may accept or reject the Hearing Committee decision and recommendations for sanctions.
- University of Texas Marine Science Institute
 - If complaints are described in “sufficient detail” and the conduct is covered by university policies, the Office of the Dean of Students or the Office of Inequality and Equity (OIE) is responsible for conducting a formal investigation. If a formal investigation is initiated, the respondent (i.e. person who allegedly acted in a discriminatory way) will then be notified of the allegations and the investigation. The investigation consists of interviews of the complainant and respondent, and the examination of relevant documents. Within 60 days, the investigator will compile information from the investigation and bring them to the “appropriate vice president or designee”, and the complainant and respondent may review the findings and submit additional comments and corrections, within 10 days. Within the next 15 days, “the appropriate vice president or designee and the investigator should discuss the findings, and review the record, along with any comments and proposed corrections submitted by the complainant and respondent, if necessary. Further, the appropriate vice president or designee will take one of the following actions: a) request further investigation into the complaint; b) dismiss the complaint if the results of the completed investigation are inconclusive or there is insufficient reasonable, credible evidence to support the allegation(s); or c) find that this policy was violated.” If it is found that a policy was violated, the vice president or designee “shall determine a disciplinary action that is appropriate for the severity of the conduct, and take whatever other action is necessary to end the discrimination or harassment. Disciplinary actions can include, but are not limited to, written reprimands, the imposition of conditions, reassignment, suspension without pay, and termination.” Complaints against students who are not employees are handled similarly, but the Dean of Students, rather than the appropriate vice president, determines whether a policy was violated and what the disciplinary actions include. [From UT Austin Handbook of Operating Procedures.](#)



- Are reports tracked?
 - Oregon State University
 - The OSU Bias Response Team tracks trends in reported incidents
 - University of Texas El Paso
 - Unknown
 - Loyola University Chicago
 - Reports are tracked by the Office for Equity & Compliance
 - DePaul University
 - Deans file all information with the Office of Provost, who maintains the information.
 - University of Texas Marine Science Institute
 - Reports are tracked by the appropriate office, either the Office of the Dean of Students or the Office of Inequality and Equity.
- **What resources are available for individuals reporting?**
 - Oregon State University
 - [Counseling & Psychological Services \(CAPS\)](#) - CAPS is available to all OSU students for one-on-one confidential counseling sessions.
 - [Employee Assistance Program \(EAP\)](#) - All OSU employees are eligible to receive free, confidential counseling sessions with a professional counselor.
 - [Office of Equal Opportunity and Access \(EOA\)](#) - All members of the university community may raise complaints of discrimination, harassment, and bullying with the Office of Equal Opportunity and Access.
 - University of Texas El Paso
 - 1.4.4 Provisions Applicable To All Complaints
 - 1.4.4.1 Assistance. During the complaint process, a complainant or respondent may be assisted by a person of his or her choice; however, the assistant may not examine witnesses or otherwise actively participate in a meeting or interview.
 - 1.4.4.2 Retaliation. An administrator, faculty member, student, or employee who retaliates in any way against an individual who has brought a complaint pursuant to this policy, or an individual who has participated in an investigation of such a complaint is subject to disciplinary action, including dismissal.
 - 1.4.4.3 Confidentiality and Documentation. The University shall document complaints and their resolution. The Dean of Students Office or the EO Office, as appropriate, shall retain such documentation. To the extent permitted by law, complaints and information received during the investigation will remain confidential. Relevant information will be provided only to those persons who need to know in order to achieve a timely resolution of the complaint.
 - Loyola University Chicago
 - Supportive measures
<https://www.luc.edu/equity/gethelp/iexperienceddiscriminationorsexualmisconduct/supportivemeasures/>



- There is a non-retaliation policy
<https://www.luc.edu/equity/policyprocedure/comprehensivepolicy/retaliationpolicy>
- DePaul University
 - Access to Confidential Counsel. The university Ombudsperson is available to consult confidentially with members of the community and provide advice and counsel about the nature of misconduct and an individual's reporting options. Note that such confidential consultation does not provide notice of alleged misconduct to the university and does not satisfy an individual's reporting responsibility.
 - There is a non-retaliation policy
<https://offices.depaul.edu/secretary/policiesprocedures/policies/Documents/Reporting%20Misconduct%20and%20Non-Retaliation%20Policy.pdf>
- University of Texas Marine Science Institute
 - Based on the HOP, no resources other than the protocol UT must follow after a report is submitted, are guaranteed to a complainant. However, there are various relevant resources (in Austin) listed (e.g. Behavior Concerns Advice Line, Counseling and Mental Health Center, Deputy Title IX Coordinators, University Compliance Services, University Ombuds). All of these offices have phone numbers, so presumably students in Port Aransas could call and ask what services may be available remotely. Retaliation is prohibited and is subject to disciplinary action, but it is unclear what actions the University would or could take to protect or provide accommodations for a complainant.
- **What resources are available to groups raising issues or proposing changes?**
 - Oregon State University
 - Unknown
 - University of Texas El Paso
 - Unknown
 - Loyola University Chicago
 - The Office of the Provost should be contacted about new policies or revising policies.
 - DePaul University
 - The Office of the Secretary should be contacted about new policies or revising policies <https://offices.depaul.edu/secretary/policies-procedures/policies/Pages/establishing.aspx>
 - University of Texas Marine Science Institute
 - It is unclear what specific resources are available to groups raising issues or proposing changes, but there are various offices and persons at UT Austin involved in DEI issues, including the Division of Diversity and Community Engagement. Leadership focused on DEI issues include the Vice President of Division of Diversity and Community Engagement (LaToya Smith) and the Advisor for Diversity, Equity & Inclusion to the Dean of the College of Natural



Sciences (Shelley Payne). More locally at UTMSI, there was a DEI committee formed in September 2020, but it is unclear how much power this committee will have in leading policy changes within the Marine Science department or the Marine Science Institute.