



Deliverable: URGE Complaints and Reporting Policy for University/Organization

The NCEAS URGE Pod at UCSB compiled this information on its organizational policies for handling complaints, the reporting process, resources, and possible outcomes.

The process of completing this URGE deliverable led NCEAS leadership to conduct a thorough update to its Code of Conduct and Complaint & Reporting policies, in order to help clarify the processes and reporting pathways available for all community members. NCEAS also created an anonymous reporting system and clarified how it will respond to any reports made. This process has considerably strengthened the NCEAS Code of Conduct and associated policies.

As a collaborative synthesis science center, NCEAS hosts people from around the world. We intend to hold everyone who participates in virtual and in person NCEAS activities – both our residents and visitors – to the updated draft 2021 [NCEAS Code of Conduct](#), which includes a link to a draft NCEAS [anonymous reporting](#) system that we will work with UCSB to finalize and approve (2020 Code of Conduct available [here](#)).

The NCEAS Diversity Team will integrate this work into its ongoing implementation of the 2020 NCEAS DEI Strategic Plan, and will help make sure that the final versions of the above linked docs will be distributed to all current and future NCEAS staff and residents.

Various related UCSB Resources compiled by URGE pod (and incorporated into the above-linked updated Code of Conduct):

UC Policy PPSM-70: [Complaint Resolution](#)

UCSB Office of the Ombuds:

- [Resources for Staff](#)
- [Annual reports](#) with aggregate stats on visitor demographics and types of case
- [Counseling Services](#)
- [Title IX](#)
- [Incident Services](#)
- [Bias incident response](#) (this is specific to students)
- University of California's systemwide [intolerance report form](#) (report can be made anonymously)
- UC-wide [WhistleBlower hotline](#)
- [Academic and Staff Assistance Program](#)
- [On-campus and local resources for impacted parties of hate- or bias-motivated incidents](#)

Agreement by pod members

We, the members of the NCEAS URGE Pod, support this deliverable and agree to hold each other accountable to enacting it:

- Geoff Willard
- Annie Colgan
- Paul-Eric Rayner
- Tess Hooper
- Kaitlyn Gaynor
- Sam Csik
- Jasmine Lai
- Amber Budden
- Michael Eggen
- Juliette Verstaen
- Carrie Kappel
- Kristen Peach
- Christopher Jones
- Courtney Scarborough
- Danielle Ferraro