

URGE Complaints and Reporting Policy for University/Organization

Publicly available University of California Santa Cruz information on policies for handling complaints, reporting processes, resources and possible outcomes.

The links to the reporting policy at our organization are here:

- A copy of the campus Hate/Bias Incident Policy can be found in the [UCSC Student Policies and Regulations Handbook](#)
- The University of California has a statewide [Policy on Sexual Violence and Sexual Harassment](#)
- Hate/Bias annual summary reports are available for years '16-'17 through '19-'20.
[2016/2017](#)
[2017/2018](#)
[2018/2019](#)
[2019/2020](#)

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

- [General UCSC Help site](#)
 - Links to specific departments, websites, and forms for help and reporting
- [Office for Diversity, Equity, and Inclusion](#)
 - Report discrimination via a phone number or a pdf form that gets emailed to someone. Followed by an investigation that takes 6-12 weeks.
 - “ODEI investigators utilize a preponderance of the evidence standard (“more likely than not”) when determining findings. ODEI investigators do not make legal determinations.”
 - To file a discrimination complaint on campus, contact:
[Sonje Dayries](#), Associate Director for EEO/AA, at (831) 459-2686 or sdayries@ucsc.edu or use the [Discrimination Complaint form \(Word document\)](#) / [Discrimination Complaint form \(pdf\)](#) / [Discrimination Complaint form \(fillable pdf\)](#)
- [Report the Hate](#) (online reporting forms and in-person location)
 - The Hate/Bias Response Team, a group of administrators, serves to “support and guide students seeking assistance in determining how to handle a bias incident.” Includes people from Title IX, DEI office, etc. If you report here, it will be directed to the correct department.
 - Annual summary reports are publicly available on the homepage
 - Police can be involved via a [reporting form](#)
 - Hate/Bias response program [flow chart](#)

- [Equity & Equal Protection Office](#) (You can file a [complaint](#), and your complaint will be discussed and the appropriate office will be in contact with you)
 - An avenue of reporting available to students, staff, and faculty
 - “Responsible for the administration of UCSC’s policies and procedures regarding discrimination and harassment on the basis of race, religion, disability, sex, gender, age and other protected identities.”
- [Title IX](#) (online reporting form and phone number on main page)
 - Title IX [investigation process](#) and [investigation flowchart](#)
- Within-Department Reporting Processes
 - Ocean Science: multiple choices, can reach out to any of the following options to discuss options and resources
 - Can speak with the Department Manager or Grad Program Coordinator: Rondi Robison and Abby Newman. Can direct to on-campus resources, perform mediation or work with the department chair to find a resolution. Also keeps record of reports.
 - Contact Grad Rep: currently Anne Beulke
 - Make an anonymous report using the Diversity Committee Suggestion box, or email the OS Diversity Committee chair Pratigya Polissar
 - Contact student-elected Grad-Faculty Liaison: Currently Carl Lamborg
 - Note: All faculty and staff are mandatory reporters for reports of sexual harassment/assault, but otherwise will not proceed with any process without consulting with the student reporting.
- Academic Senate
 - In progress: “Documented Discussion”. There is a new process going through academic senate review currently to provide an in between step between department and higher levels:
 - When you make an official complaint, a document is included in the file said faculty/employee who was accused. There is a system for imposing stronger sanctions/disciplinary actions if someone is accumulating multiple reports (no link yet or specifics regarding disciplinary actions)
 - This would not be instead of Title IX or other formal complaint routes, but in addition to as a way to achieve more immediate action

What are the outcomes or consequences for reported individuals?

- Who decides the outcomes/consequences? What is the process?
 - Hate/Bias reports are tracked and summarized each year. It is unclear how they are tracked.
 - It is unknown whether repeated complaints get escalated to a disciplinary board
- In the OS department, complaints made to the graduate advisor are noted and maintained in a record. This process is not formal though.

What resources are available for individuals reporting?

- University level
 - CAPS (racial bias/microaggressions)/CARE (sexual harassment): not mandatory reporters
 - [Problem and Complaint Resolution Resources](#) (links for undergrads, graduate students, faculty and academic personnel, and staff to find channels of reporting)
- Department level
 - Diversity Committee within department, Department manager
 - Department suggestion box - currently a little unclear about the function. Available on the OS Department Google site [here](#)

What resources are available to groups raising issues or proposing changes?

- Department level: can bring ideas to diversity committee (in EPS or in OS), GEODES (in EPS), graduate student representative (EPS or OS)
- Divisional level: Assistant dean for DEI
- Academic senate: Committee on Affirmative Action and Diversity

Flow Chart for Reporting developed by Ocean Sciences department on Session 2 Notes document (also as actual files in Group 1's folder)

Suggestions

1. More clarity on the process of reporting would be helpful. (Mandated reporting, for example, versus not, where do you go)
2. Are reporting policies regularly reviewed? What is the process for changing policy?
 - a. We do not know how regularly these policies are reviewed and what the process is for changing them. This information should be made public.
3. There should be clear guidelines of who and what to report on the EPS and Ocean Sciences websites. Campus-wide reporting options (Report the Hate, DEI Office, etc.) can be listed, as well as explanations of where the reports will go. Department-level reporting options, and documented discussions will also be listed. (university resources abound but not department ones). An example of how the EEB Department did this can be found here: https://www.eeb.ucsc.edu/about/idea_committee.html
4. EPS Faculty Handbook discrimination policy should be updated to include not just sexual harassment but all forms of discrimination. The procedure for reporting discrimination should be included as well as what should be expected of faculty if they are accused of discrimination (non-retaliation, cooperation with an investigation).
5. Record keeping within departments should be formalized so we can keep track of complaints internally. If possible, complaints submitted outside of the department should be communicated confidentially and anonymously to departments.
6. Include document about reporting or informational session to new students which outlines processes, such as including in all course syllabi and requesting faculty mention this information during course overview reviews (ie., "syllabus day").
7. Students in toxic mentoring relationships don't always have anywhere to go because of the funding constraints. Possibly having an emergency fund (via Grad Division, funded centrally) to support students as they are trying to finish up, or if the new advisor doesn't

have sufficient funds.

8. The outcomes or consequences for reported individuals should be made available. For example, will people have to go through training, face disciplinary action or termination. Will it affect their promotion/pay raises/tenure?
9. To support individuals in the reporting process, there should be counselors or advocates, especially those of the same race, ethnicity, and gender. There should be acknowledgement of the potential impact on grades or evaluations. Finally, there needs to be protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
10. The Earth & Planetary Sciences department should develop a procedure for people to report incidents, including who to email and what the process is. These guidelines should also be included in the EPS Graduate Student handbook and covered during graduate orientation.