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### URGE Complaints and Reporting Policy for University/Organization -

This is what was found by UIC Earth and Environmental Sciences at the University of Illinois at Chicago on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

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

- Organization, Company, University Policies -- See below
- Department, Lab, Division, Advisor or Supervisor Policies
  - There are not currently any direct, separate procedures for these
- Are reporting policies regularly reviewed? What is the process for changing policy? Some policies seem to be regularly reviewed while others aren't. We are not sure what determines this. For example the policy entitled, "Policy on Workplace-Related Intimate Personal Relationships" was reviewed may of last year whereas the policy entitled, "Section 9.59.6 Reporting Fraud or Misconduct, Whistleblower Protection, and Investigations" has not been reviewed since 2012.

**UIC declares,** "Welcome to the UIC Committee on Policy website The Committee on Policy is charged with centralizing access to university-level policies and coordinating the approval process for new and revised university-level polices. UIC implemented the <u>Policy on Policies</u> on July 1, 2016, which provides guidance for drafting, proposing, and attaining approval for new university-level campus policies. On this website, you can view our libraries of <u>university policies</u>, <u>educational policies</u>, and <u>related resources</u>. You can also access resources and tools related to the policy development process.

You are welcome to <u>contact us</u> with any questions that you might have." Seemingly changing policy should be plausible. ----> https://policies.uic.edu/policydevelopment/policy-on-policies/

• Are the rates of reporting made publicly available (e.g. # of reports each year)? We could not find any rates of student reporting of misconduct only safety and fire reports and UIC orientation student body demographics. There were no data concerning misconduct or discrimination within student environments and amongst professors.

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

- Who are the designated individuals/positions for reporting incidents? Reports of discrimination (and harassment) must be made through the Office for Access and Equity.
- Can reports be made online? Yes Where?,

1] https://oae.uic.edu/discriminationharassment/reporting/

Anonymously? Yes

2] Another way to report, through office of preparedness and response:



<u>https://ready.uic.edu/reporting-forms/</u>. To "Report concerning behaviors, seek mental health or crisis management services on or off campus. **Can report anonymously**. The incident reporting form includes hate crime classification:

"The categories of bias or prejudice against the victim may include the victims actual or perceived: race, religion, sexual orientation, gender, gender identity, ethnicity, national origin, or disability. "

3] Bias Reporting Tool - <u>https://cm.maxient.com/reportingform.php?</u> <u>UnivofIllinoisChicago&layout\_id=24</u>

- Who do in-person and online reports go to? Who has access to see reports? Not publicly listed/Unknown
- Are police included in the process? No? When and how? Are individuals accompanied by an advocate or someone from the organization?\*

\* The 2007 document "Faculty and Instructional Staff Grievance Procedures," procedures for complaints of discrimination are considered part of this document. Appendix A outlines guidelines to follow for complaint resolution. This is the most recent document we could find online.

o Grievance Procedures for Faculty, Staff, Academic Professionals, Students, etc.

#### What are the outcomes or consequences for reported individuals?

- Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
- How Are Reports Reviewed? <u>https://oae.uic.edu/discriminationharassment/reporting/</u> All complaints of unlawful harassment and discrimination will be taken seriously. During an investigation, all parties will receive an equal opportunity to be heard. The privacy rights of all parties will be respected. While complete confidentiality cannot be promised, disclosure of allegations and findings will be made only to persons with a legitimate need to know.

Given the nature of discrimination, harassment, and sexual harassment, specific investigations and remedies will be determined on a case-by-case basis.

Parties will be notified of the outcome of the complaint and recommendations, if any, made by OAE. Recommendations may include but are not limited to training, discipline, and termination.

UIC policy prohibits retaliatory action against any person who engages in a good faith disclosure of alleged wrongful conduct to a designated University official or public body. It also prohibits retaliatory action towards anyone participating in an investigation of wrongful conduct, such as sexual harassment.

• Who decides the outcomes/consequences? What is the process? - If the Faculty and Instructional Staff Grievance Procedures document is correct, the complaint is first addressed informally, then goes to Dispute Resolution Services. If it is still not resolved it



becomes a Formal Grievance and goes to the Campus Coordinating Officer, then an investigation is made followed by a hearing and a final decision by a Reviewing Officer.

• Are reports tracked? Yes

How are they tracked? By who? - The Campus Coordinating Officer (CCO) keeps a record of all documents for each step of a formal grievance. However, we cannot find any indication of who the campus coordinating officer is, or if that position exists anymore.

• Are repeated complaints escalated to a disciplinary board? What is the process? - See above on the procedures.

### What resources are available for individuals reporting?

• Counselors or advocates, especially those of the same race, ethnicity, and gender.

• There are a number of cultural centers and advocacy networks (see below) where a mix of directors, staff, and students are available to help support individuals.

- Arab-American Cultural Center
  - Da'am: Support Services
  - Nesreen Hasan: <u>nesreenh@uic.edu</u>
  - Asian American Resource & Cultural Center
    - General Services
    - They provide individual consultation to support and guide Asian American students with professional, academic and/or cultural issues.
    - They also provide consultation with faculty and administrators with policies that serve Asian Americans.
    - Mark Martell (Director): <u>mmartell@uic.edu</u>
- Latino Cultural Center
  - Purpose
  - The LCC staff provide counselling services on a variety of issues.
  - Rosa Cabrera (Director)
- African American Cultural Center
  - General Services
  - Cynthia Blair (Director): <u>cmblair@uic.edu</u>
- Disability Cultural Center
  - Mission, Values, and Vision
  - General email: dcc@uic.edu
- Gender and Sexuality Center
  - <u>Purpose</u>
  - JT Turner (Director): <u>jt1@uic.edu</u>
- Women's Leadership and Resource Center
  - o <u>Mission</u>
  - o <u>Campus Advocacy Network</u>



• Campus Advocacy Network (CAN) advocates provide free, confidential advocacy to UIC community members who experience interpersonal violence (such as domestic/dating violence, sexual assault, family abuse, harassment, and stalking).

- A list of student support resources (academic, financial, social and cultural, health and wellness, career support): https://www.uic.edu/academics/student-support/
- o <u>Campus Advocacy Network</u>

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• 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.

- o <u>UIC Guidelines on Prohibited Retaliation</u>
  - The Office for Access and Equity has the authority to conduct investigations to determine when there have been violations of this policy and then make recommendations in accordance with the relevant University policies prohibiting discrimination and harassment.
- o Dispute Resolution Services

• Consultation: Private and off-the-record conversations with faculty,

staff, or students to explore concerns and identify potential courses of action

- Facilitation: Assistance in reaching and sustaining mutually agreeable solutions to campus problems
- Mediation: Mediation services are provided by trained objective mediators and are available if voluntarily elected by the parties to a dispute.

#### 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?
- 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.

This category will require further researching.

**University Level** 



Policy Development Resources

• <u>Committees</u> - UIC established the Chancellor's Status Committees to assist the campus community in supporting our diverse population. Each of the six status committees consist of students, faculty and staff that are nominated by existing committee members and appointed by the Chancellor to monitor the needs of underrepresented and underserved groups. Channeling their charge through various subcommittees, the Status Committees gather information on several facets of UIC life such as representation, climate, policies, services and practices that affect their constituents. Each year, each committee report to the Chancellor and make policy recommendations that improve the academic, professional, cultural and social welfare for these groups on campus.

Department Level

There are no formal avenues in the department currently, other than the faculty body deciding to alter the department bylaws.