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

This is what was found by Geo<sup>2</sup> at UW-Madison 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**

- [Report Bias or Hate – Dean of Students Office – UW–Madison](#)

- [Equal Opportunity Complaint Investigation – Office of Compliance – UW–Madison](#)

- [Equal Opportunity – Complaint Processes and Resolution – Office of Compliance – UW–Madison](#)

- [Program Overview](#)

- [Grievances and Appeals – Graduate School | UW–Madison – UW–Madison](#)

- [Principles of UW–Madison's policies on HIB – Hostile and Intimidating Behavior](#)

- [Violence Prevention – University Health Services – UW–Madison](#)

- **Department, Lab, Division, Advisor or Supervisor Policies**

- <https://geography.wisc.edu/geography-department-climate-committee/>

- <https://geoscience.wisc.edu/geoscience/academics/overview/diversity-and-inclusiveness/>

- Geography graduate student handbook has information on GRIEVANCE PROCEDURES & REPORTING MISCONDUCT AND CRIME on p.18:

- <https://geography.wisc.edu/wp-content/uploads/2020/08/2020-8-14-Geog-Grad-Handbook.pdf>

- **Are reporting policies regularly reviewed? What is the process for changing policy?** Unsure.

- **Are the rates of reporting made publicly available (e.g. # of reports each year)?** Yes at the university level and there is a log available which describes the incident and action taken.

**The following questions are answered in the table below**

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Can reports be made online? Where? Anonymously?
  - Who do in-person and online reports go to? Who has access to see reports?
  - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?

<b>Incident</b>	<b>Bias/Hate Incidents”- Includes microaggressions, hate speech, vandalism, assault/harassment</b>	<b>Sexual harassment --Includes Sexual Harassment, Sexual Assault, Retaliation, Refusal to comply with a reasonable request on a university matter</b>
<b>Designated individual</b>	The dean of students office (University level) ombuds, department chairs (department level)	Office of compliance Title IX case manager UWPD
<b>Online reporting</b>	<a href="https://doso.students.wisc.edu/report-an-issue/bias-or-hate-reporting/">https://doso.students.wisc.edu/report-an-issue/bias-or-hate-reporting/</a>	<a href="https://compliance.wisc.edu/titleix/">https://compliance.wisc.edu/titleix/</a>
<b>Anonymously?</b>	Yes	No(?)
<b>Who do the reports go to?</b>	Staff at Dean of students office AND If the student code of conduct is violated, the Office of Conduct and Community Standards will begin their own investigation AND When the case involves faculty and staff, Human resources and Office of Compliance are involved	Title IX office
<b>Who can access</b>	Anonymous log available to the public <a href="https://doso.students.wisc.edu/facts-statistics/">https://doso.students.wisc.edu/facts-statistics/</a>	For sexual assault also an anonymous log available to the public but last report was from 2017 <a href="https://doso.students.wisc.edu/facts-statistics/">https://doso.students.wisc.edu/facts-statistics/</a>

<p><b>Are the police included? When and how?</b></p>	<p>Not unless criminal activity occurs, UWPD or Madison Police Department are notified and pursue their own investigation and respond accordingly.</p>	<p>Yes for formal investigation</p> <p>Can choose an alternative response option-- “An alternate response option may include a university official speaking with the respondent (the person accused of the misconduct) about their conduct and reviewing relevant campus policy.”</p>
<p><b>Are individuals accompanied by an advocate or someone from the organization ?</b></p>	<p>If the person reporting the incident requests follow-up, the Bias Response and Advocacy Coordinator will contact them to provide support and resources.</p>	<p>Throughout the process, both the complainant and the respondent have the right to be accompanied by an advisor or support person to interviews, meetings, and hearings. (not clear where this person is from or if the university provides this resource)</p>
<p><b>What are the outcomes or consequences for reported individuals?</b></p>	<p>Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.</p> <p>“Responses to incidents of bias or hate will vary depending on the severity of the event and can range from referrals to appropriate offices on campus to restorative conversations between the targeted individual and the respondent.”</p>	<p>“For students, sanctions may include, but are not limited to, restrictions on a course or program, probation, suspension, or expulsion.”</p> <p>And</p> <p>For employees, sanctions may range from a written warning to dismissal from employment.</p>

**Notes:** Decentralized so students that may have experienced harassment at the intersection of both gender and race have to decide the best way to report for them

The policy of the Graduate school at UW-Madison on reporting grievances and appeals:

- Only addresses academic grievances, which include a qualifying exam failure, author dispute, or concerns regarding advising/mentoring
  - From our discussion, grievances may be the form of bias/hate or the result of retaliation to reporting. And oftentimes, the person who is doing the harassment controls funding and future opportunities for the student.
- The grad school suggests that concerns are best handled directly with the person responsible or contact the advisor or person in charge of that person

- Their website says “All graduate programs, departments and schools/colleges have established specific procedures for handling such situations; check their web pages and published handbooks for information. If such procedures exist at the local level, these should be investigated first.”
  - But from discussion, not all departments have a code of conduct and difficulties making one because broad language and unsure what they can say legally
  
- **What are the outcomes or consequences for reported individuals?**
  - **Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.**  
 “Responses to incidents of bias or hate will vary depending on the severity of the event and can range from referrals to appropriate offices on campus to restorative conversations between the targeted individual and the respondent.”
  
  - At the department level--more difficult, talked about creating codes of conduct but really need better language and more specifics of policy at the university level.
  
  - **Who decides the outcomes/consequences? What is the process?** *Not clear who reviews the report in the dean of student’s office but depending on the incident it will be transferred to another office for an official investigations*

There is a Bias Response Advisory Board, which “advises the process of responding to incidents of bias and hate and also supports the bias response and advocacy coordinator in their role as student advocate.”

I’m not sure who the Bias response and advocacy coordinator is because there is no one listed with that title in the dean of students office staff.

It seems like the dean of students office is a central location for all reports but then depending on the report, it is sent to a different office for a more formal report.

**If a formal investigation is needed, it is sent to a different office depending on the situation.**

**Situation = two students**

If the student code of conduct is violated, the Office of Conduct and Community Standards will begin their own investigation

**Situation = student and staff/faculty OR Faculty/staff and Faculty/staff**

When the case involves faculty and staff, Human resources and the Office of Compliance are involved. The procedure followed by the office of compliance are documented here:

<https://compliance.wisc.edu/eo-complaint/equal-opportunity-complaint-processes-and-resolution/>

- Are reports tracked? **YES**      How are they tracked? By who?

There is a public record (anonymous, no names)

<https://doso.students.wisc.edu/report-an-issue/bias-or-hate-reporting/>

- Are repeated complaints escalated to a disciplinary board? What is the process?

This is a great question; I could not find any guidance on this.

- **What resources are available for individuals reporting?**

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

-Generally directed towards University Health Services for “counseling and consultation”. Links to the UHS homepage; does not provide any specifics on how to access these services

- Multicultural Student association <https://msc.wisc.edu/hate-bias-resources/>  
This is a bit more helpful, and names some UW affinity organizations that you can get in contact with. Still a bit cumbersome to navigate, and the contact info is buried within the sub menus on the MSC website (<https://msc.wisc.edu/connect/>)

- **Automatic or requested investigation of potential impact on grades or evaluations. Not specified?**

- **Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.**

- UW has a policy against retaliation (<https://www.wisconsin.edu/regents/policies/discrimination-harassment-and-retaliation/>) but I can't find any documentation on how individuals who report an incident are protected from this...

- **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?**

L&S diversity committee, deans, provost

UW-Madison is very decentralized making it hard to find the best pathway

- **Working groups or committees with power to change or propose changes to policy.**

- There are a series of shared governance committees through the DDEEA (Division of Diversity, Equity, and Educational Achievement) that advise policy change and plans for the future:

<https://diversity.wisc.edu/about/shared-governance/>

- **Cultural surveys, regular or only after wide-spread reports or high-profile incidents.**

- Annual climate reports starting in 2017 <https://diversity.wisc.edu/reports/reports/>
- o **Leadership proactively asks students and/or staff for input on how to improve.**
- This seems more apparent at the Department level (Geoscience) with regular interaction between the DEI Committee (staff, faculty, grads) and Faculty Meetings, etc.

**Sample text from Communication Arts UW-Madison (from Dr. Lori Kido Lopez)**

I worked on this issue with regard to grad students, and the Title IX coordinator helped us wordsmith this statement for our department's Grad Handbook:

<https://commarts.wisc.edu/graduate/graduate-handbook/grievance-procedures-and-reporting-misconduct-and-crime/>

A graduate student who has been a victim of sexual harassment or sexual violence first should ensure that they are in a safe place. Anyone who has experienced sexual harassment or sexual violence is encouraged to find someone they trust to talk to about what has happened; there are confidential resources available on campus linked below. A victim of sexual harassment or sexual violence is not required to report the assault to anyone but they may choose to call campus or local police.

Linked here are support resources for students who have experienced sexual harassment or sexual violence, including confidential resources and reporting options:

[Student Support Information](#)

[Confidential Resources](#)

[Response & Investigation Options](#)

While you are encouraged to also seek support and guidance from staff or faculty within the department, you should know some employees are designated [Responsible Employees](#), and may be required to report to the Title IX Coordinator. Please note that when a report is made to the Title IX Coordinator, you will receive an outreach with support resources and reporting options. Your information will remain private and no action will be taken regarding your report until program staff has had an opportunity to speak with you directly.

Additional questions can be directed to the Title IX Program at [TitleIX\\_Coordinator@wisc.edu](mailto:TitleIX_Coordinator@wisc.edu) or (608) 265-6018.