

URGE Complaints and Reporting Policy Summary for WUSTL EPSc - Draft

This is what was found by the Wash U EPSC Pod at Washington University in St Louis on policies for handling complaints, the reporting process, resources, and possible outcomes. All of this information was public, though some pieces were easier to find than others.

- **The link(s) to the reporting policy at our organization are here:**
 - <https://universitycompliance.wustl.edu/> - university policies including the Code of Conduct and reporting contacts for different types of complaints
 - <https://hr.wustl.edu/policies/> - more university-wide policies
 - <https://wustl.edu/about/compliance-policies/> - duplicate of the universitycompliance.wustl.edu page, more or less?
 - <https://diversity.wustl.edu/framework/policies/> - more discrimination-related policies
 - The department website links to the university bias reporting page at the bottom of the DEI page, which in turn is found by scrolling all the way to the bottom of the “Resources” page linked from the homepage (<https://eps.wustl.edu/diversity-inclusion#additional-resources>)
 - Are reporting policies regularly reviewed? What is the process for changing policy?
 - Websites on BRSS and the AAU campus climate survey state that reports are analyzed and taken into account for policy revisions (eg updates to the Code of Conduct), but there is no time interval for policy revision cited and the process is not specified.
 - Are the rates of reporting made publicly available (e.g. # of reports each year)?
 - For Title IX, reporting/investigation rates have been published from 2013 through 2018-19 (<https://titleix.wustl.edu/about-title-ix/about-usaib/>)
 - For the Bias Report and Support System, summaries of reporting between 2014 and 2018 are available online (<https://students.wustl.edu/bias-report-support-system/>)
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - For students, Bias Report and Support System (BRSS): <https://students.wustl.edu/bias-report-support-system/>
 - For employees, reporting bias, harassment, etc. falls under the university Discrimination and Harassment policy (<https://hr.wustl.edu/items/discrimination-harassment-policy/>) and employees can report to coordinators listed on that website (Title IX coordinator, discrimination and harassment coordinators for Danforth and med school campuses). There are also confidential hotlines for compliance reporting.
 - Reports can be made **anonymously** online through the WashU Confidential Concern Reporting Portal (<https://secure.ethicspoint.com/domain/media/en/gui/57349/index.html>), through the Office of University Compliance online reporting form (<https://universitycompliance.wustl.edu/code-of-conduct/online-reporting->

[form/](#)) or by phone through the university's confidential compliance hotline (314-462-4998), as well as **non-anonymously** via phone or email to the discrimination coordinators mentioned above (I think reports to those coordinators are still considered confidential?)

- Reports go to Discrimination and Harassment Coordinators (Danforth: Apryle Cotton, WUSM: Leanne Stewart) or the Title IX coordinator (Jessica Kennedy). Formal complaints against staff are supposed to be submitted in writing to the Vice Chancellor for Human Resources (Legail Poole Chandler) according to the posted review process (<https://hr.wustl.edu/5706-2/>). Unclear who gets the anonymous reports made through the ethicspoint portal or the compliance office form.
- <https://staffombuds.wustl.edu/> - office of the ombudsperson. Centralized option for faculty, staff, postdocs, and students to talk to someone (confidentially) about any issues they face, in a slightly less-escalated way than, say, the Title IX office (though ombuds will escalate as necessary)
- **What resources/pathways are missing from the current set of options at WUSTL?**
 - Departmental reporting options for small complaints, especially for grad students dealing with power differentials with respect to advisors/faculty
 - Department DEI committee is working on a set of community principles that will include information on options and resources for reporting.
- **What are the outcomes or consequences for reported individuals?**
 - BRSS reports suggest that, at least in aggregate, Wash U's response to bias incidents has, in the past, involved training and education for faculty and staff. More specific actions taken in individual cases may be intentionally excluded from the BRSS reports to keep incidents anonymous.
 - Who decides the outcomes/consequences? What is the process?
 - For complaints against staff, formal complaint process goes through HR with a specific timeline for investigations to be completed (<https://hr.wustl.edu/5706-2/>). Outcomes are decided by HR or, upon appeal, by the Vice Chancellor for HR.
- **What resources are available to groups raising issues or proposing changes?**
 - It looks like the AAU campus climate surveys repeat every ~5 years and could be used as a starting point to argue for policy changes