

Session 2: Policy for dealing with complaints (for submission)

This is what was found by Westminster SLC pod at Westminster College on policies for handling complaints, the reporting process, resources, and possible outcomes. All information below was discovered using Westminster's public-facing website.

- **The link(s) to the reporting policy at our organization are here:**
 - Organization, Company, University Policies
 - **WC:** Here's a link to the [main reporting page](#) that describes the response team.
 - **Boise State's** [different reporting links are all aggregated on one webpage](#), which led me to [a webpage which explains Title VI reporting and processes](#). From there I can get to a page on the specific Boise State [non-discrimination and anti-harassment policy](#).
 - **DNR/UGS:** [Rule R477-15](#) - Workplace Harassment Prevention, last updated July 1, 2019.
 - Department, Lab, Division, Advisor or Supervisor Policies
 - **WC:** Do not exist for individual programs
 - **DNR/UGS:** Does not exist for specific programs
 - Are reporting policies regularly reviewed?
 - **WC:** Here is a link to a [PDF of procedure](#).
 - At **Boise State**, the [non-discrimination and anti-harassment policy](#) specifies that "The Executive Director of Institutional Compliance and Ethics is also responsible for the periodic review and assessment of this policy and related policies and procedures." but does not give a specific timeline for what "periodic" means. I might be able to find that timeline elsewhere.
 - **DNR/UGS:** Not clear, although policies seem to change via legislative action or with new gubernatorial administrations.
 - What is the process for changing policy?
 - **DNR/UGS:** Depends on the level. All of the policies that are in place at the state seem to be a result of the Department of Human Resources Management (DHRM) or from the legislature.
 - Are the rates of reporting made publicly available (e.g. # of reports each year)?
 - **DNR/UGS:** Does not appear so.
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents?
 - At **Boise State**, it looks like there are [a few options](#) for reporting discrimination. That webpage gives the titles of positions, not specific people's names. The [info page on Title VI](#) also gives guidance on what to do if you're not sure who to make a report to. It looks like most complaints are filtered through the Title VI Coordinator.

- **WC:** The [Bias Education and Response Team](#).
 - **DNR/UGS:** The Utah Department of Human Resource Management (DHRM) has the official capacity for receiving these kinds of complaints. For UGS, we have a HR specialist, who works for DHRM but within our DNR building. She is tasked with being our contact person for all HR related questions. All state employees are required to complete [workplace harassment and abusive conduct prevention training](#) upon hire and every 2 years after that.
- Can reports be made online? Where? **Yes/No**, [Link](#) Anonymously? **Yes/No**
 - At **Boise State**, you can [make a Title VI report online](#) (you can also use this form for a Title IX complaint--so I think it would be appropriate to report any form of bias/harassment/racism/discrimination and then it gets passed to the right office depending on what is going on) which goes to the Boise State Office of Institutional Compliance and Ethics, and it looks like you could leave off your name and contact information, but it seems like the form is mostly intended for non-anonymous reporting. You can also [report anonymously](#) through a company called EthicsPoint, which seems to handle many types of complaints, not just discrimination.
 - **WC:** Here is [a place where you can report](#).
 - **DNR/UGS:** As described in [Rule R477-15](#), "Complaints may be made through either oral or written notification and shall be handled in compliance with investigative procedures and records requirements in Sections R477-15-5 and R477-15-6."
 - The Utah Department of Human Resource Management (DHRM) Employee Gateway also has an "[abusive conduct intake form](#)" (word doc) that is submitted to DHRM admin. It does not define or have any information about what abusive conduct is. The page was last updated Dec 29, 2020.
- Who do in-person and online reports go to? Who has access to see reports?
 - At **Boise State**, it looks like the Office of Institutional Compliance and Ethics is the first stopping point for complaints. [From the Title VI reporting form](#): "The Office of Institutional Compliance and Ethics receives and reviews all complaints and routes them to the appropriate university administrator for investigation." I have not figured out who exactly sees reports, but it is possible to look up [the staff of the Office of Institutional Compliance and Ethics](#).
 - **DNR/UGS:** Communications all go through the HR specialist at DNR.
 - **WC:** The report is first reviewed by the Bias Education and Response Team (BERT) and examined by Title IX and EO Coordinator.
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - From what I have read so far about **Boise State's** non-discrimination and anti-harassment policies, there has been no mention of police or advocates, but maybe I just haven't read enough yet about the process.

