

Procedure

Procedure Title	Anti-Indigenous Racism and Other Forms of Discrimination
Procedure Holder	President's Office
Procedure Approver(s)	Senior Team
Related Policies	Anti-Indigenous Racism and Other Forms of Discrimination Acceptable Use of IT Code of Conduct Health and Safety Policy Investigation Protocol Non-Academic Complaints Process Records Retention Respectful Work and Learning Environment Student Code of Conduct Violence-Free Work and Learning Environment Workplace Discipline Occupational Health & Safety Act
Related Procedures	
Appendices	Appendix A Complaint Intake Form Appendix B Resolution Form Appendix C Appeals Form
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
Effective Date	2025-01-22
Next Review Date	2028-01-22

Purpose

To foster an inclusive, equitable, and respectful College community that is free from racism and hate. Confederation College acknowledges its responsibility to address all forms of racism and discrimination, including but not limited to anti-Indigenous racism, anti-Black racism, antisemitism, and Islamophobia, as well as other forms of discrimination based on race, ethnicity, or related identities.

This procedure seeks to:

- Eliminate systemic, institutional, and interpersonal racism and discrimination;
- Empower individuals within the College community to identify, prevent, and address incidents of racism and discrimination;
- Provide clear mechanisms for reporting, responding to, and remedying such incidents; and

- Promote proactive strategies such as education, dialogue, and de-escalation to prevent harm and foster a welcoming campus culture.

This commitment aligns with the principles of reconciliation and is guided by the Ontario Human Rights Code and the College's dedication to equitable treatment for all.

Scope

This procedure applies to all members of the College community, including, but not limited to:

- Governors, employees, students, student associations, contractors, suppliers, lessees/renters of space, volunteers, and visitors.

It governs behavior and incidents that occur:

- On College premises: Including classrooms, offices, common areas, and other physical locations.
- Off College premises: Where activities are directly related to College business, such as:
 - College-sponsored events and functions;
 - Academic or work-related travel; and
 - Virtual spaces such as online learning platforms, email communications, and social media interactions linked to College activities.

This procedure does not apply to incidents that occur off College premises unless it involves specific College business (i.e. work placement situations). When incidents fall outside the College's jurisdiction but still impact members of its community and their ability to work, study, or otherwise access the College, the College will investigate and respond where feasible and appropriate, and support impacted individuals by providing resources and information on how to access external avenues of redress such as those established by the Social Justice Tribunals of Ontario, or the court system.

Definitions

Please see *Ch1-s1-18 Policy to Address Anti-Indigenous Racism and Other Forms of Discrimination* as well as the *Companion Guide* to this Policy and Procedure.

Governing Laws and Regulations

Please see *Anti-Indigenous Racism and Other Forms of Discrimination*.

Procedure Statements

Identification of Complaint and Informal Resolution

1. Identification of Complaint(s) and Complainants

1.1. RESPONSIBILITY: Complainant

Any member of the College community who believes that they have been the subject of discrimination, harassment, or racism, including lateral violence or micro-aggressions, may lodge a formal complaint through any of the following options:

- a. Using the form in Appendix A, and submitting it to Organizational Effectiveness;
- b. Using the 'Make a Racism Complaint' webform located at <https://www.confederationcollege.ca/department/human-resources/make-racism-complaint>;
- c. Reporting their complaint to a Confederation College staff member who can guide them through the process.

Complaints may be made anonymously if a complainant seeks to provide feedback to encourage systemic improvement while maintaining confidentiality.

1.2. RESPONSIBILITY: Complainant

Prior to lodging a formal complaint, a complainant may attempt to resolve a matter informally. The Equity, Diversity, and Inclusion Advisor is available to assist the complainant through this process if the complainant wishes, or the complainant may approach the respondent directly. However, the Complainant is not obligated to use this approach, especially if they have concerns regarding reprisals or their safety. An unsuccessful attempt to resolve a complaint informally does not preclude a complainant from proceeding with a formal complaint. Also see section II "Informal Complaint Resolution."

1.3. RESPONSIBILITY: Witnesses/Bystander

A witness/bystander may also choose to speak to a Public Safety representative, their supervisor or an academic leader.

1.4. RESPONSIBILITY: Complainant/College Management

In the event of a withdrawal of a complaint, the College may, at its discretion, continue to investigate the complaint if deemed to be in the best interest of the College community.

1.5. RESPONSIBILITY: College Management

The College reserves the right to address complaints of racism concurrently through other processes.

1.6. RESPONSIBILITY: Complainant

A complainant reserves the right to address complaints concurrently through other processes, including through the Human Rights Tribunal of Ontario, being mindful of applicable limitation periods.

1.7. **RESPONSIBILITY: College Management**

In some circumstances, the College may be obligated to proceed with an investigation in the absence of a formal written complaint if it becomes aware of allegations or facts which constitute a violation of the College's Anti-Racism Policy or any other related policies.

1.8. **RESPONSIBILITY: Complainant**

The Complainant should carefully record the details of all incidents including the dates and times, the nature of the incident, and the names of any individuals who may have been witness to the incident.

1.9. **RESPONSIBILITY: Complainant**

In deference to the possibility that a complainant may prefer to proceed in a manner more consistent with their cultural beliefs, the College will provide for alternative means and methods of investigation and adjudication consistent with those beliefs where possible. For instance, the Complainant may choose to pursue mechanisms for restorative justice.

1.10. **RESPONSIBILITY: Complainant**

Where there are multiple complainants involving a single incident or respondent, the complainants may choose to proceed as individuals or with a joint complaint for the purpose of the Complaint Resolution Process.

1.11. **RESPONSIBILITY: Complainant**

Upon identification and submission of a complaint, the complaint could proceed in any one of the following ways:

- a. Informal Resolution
- b. Informal Resolution followed by Mediation
- c. Informal Resolution followed by Formal Complaint Process
- d. Informal Resolution followed by Restorative Justice Circle
- e. Mediation Only
- f. Formal Complaint Only
- g. Restorative Justice Circle Only

2. Conflicts of Interest

2.1 **RESPONSIBILITY: Organizational Effectiveness**

Should anyone involved in the investigation become aware of a conflict of interest between themselves and any party or witness to an investigation, they will immediately notify the Vice President, Organizational Effectiveness. Where

appropriate, another trained person employed by the College will conduct the investigation, or a third-party investigator may be contracted.

2.2 RESPONSIBILITY: Complainant/Organizational Effectiveness

If any party to the proceeding feels that any other person, such as a mediator or restorative circle facilitator, has a conflict of interest, they shall make their concerns known as soon as they become aware of any perceived conflict(s) of interest. Perceived conflicts of interest will be addressed in the same fashion as actual conflicts to maintain the integrity of the conflict resolution process.

2.3 RESPONSIBILITY: Organizational Effectiveness/Purchasing Department

The College will create and maintain a list of external investigators/mediators for use in the event of a conflict of interest via a vendor of record process. Once approved vendors may be chosen from the approved list as required and mutually agreed.

INFORMAL/MEDIATION RESOLUTION OPTIONS

3. INFORMAL / MEDIATION OPTIONS

INFORMAL

3A - Informal Complaint Resolution

3.1 RESPONSIBILITY: Complainant

If the complainant is willing to do so, they may approach the respondent on an informal basis to identify the conduct of concern and explain to the respondent that it is unwelcome. The complainant may choose to address the complaint at the formal stage if they are not satisfied with the informal or mediation stages. However, the complainant has no obligation to pursue an informal resolution process, nor is the complainant obliged to directly approach the respondent at any time, especially if there may be concerns regarding reprisals or the safety of any party in the process.

3.2 RESPONSIBILITY: Complainant/Respondent

The complainant and the respondent may meet to discuss the nature of the concern and discuss ways in which it might be resolved. The parties may consult with any member of management including the Equity, Diversity, and Inclusion Advisor, other representatives of Organizational Effectiveness and/or Public Safety, an academic leader, and/or their union representative.

3.3 RESPONSIBILITY: Complainant/Respondent/Organizational Effectiveness

The parties may mutually agree to the choice of a third party as an informal mediator or to use the Restorative Justice Circle Model at this stage. The mediator

may be an internal member of the College community. The College will maintain a list of potential internal and external mediators from which the parties may select a mutually agreed upon mediator. The parties may alternatively suggest a mediator who is not on the established list provided they meet the requisite criteria as established by the College during the vendor of record process.

MEDIATION

3B – Proceeding to Mediation

3.4 RESPONSIBILITY: Complainant/Respondent/Organizational Effectiveness/Public Safety

The Complainant or the Respondent may make a request to their manager or to Organizational Effectiveness that a mediator be engaged to assist with the resolution of the complaint. Organizational Effectiveness or the Office of Public Safety shall coordinate the selection and engagement of a mediator in consultation with the parties. The mediator should be chosen based upon relevant expertise and experience. Mediation will not proceed unless both parties agree to the process.

3.5 RESPONSIBILITY: Mediator/Complainant/Respondent

The mediator will meet with the relevant parties to gather information and suggest/discuss ways in which the complaint might be resolved. All information shared throughout mediation, including the written mediation record, is privileged and confidential in the event a formal complaint is pursued.

3.6 RESPONSIBILITY: Mediator

Where a resolution is found, the mediator will draft an agreement specifying agreed upon terms which will be signed by all parties. Such agreement will be binding on all parties. In negotiating the agreement, the mediator will have access to the remedies listed in section 8.2.

THE RESTORATIVE JUSTICE OPTION

4. Restorative Justice Circle

4.1 RESPONSIBILITY: Facilitator(s)

Where a complainant and respondent agree to participation in a Restorative Justice Circle, a pair of trained facilitators will coordinate the process. A Restorative Circle may be utilized as an alternative to a formal complaint process, or after the completion of a formal investigation and/or adjudication as a way to move past the conflict.

- 4.2 **RESPONSIBILITY:** Facilitators/Complainant/Respondent
The facilitators will meet with the complainant and the respondent to review the allegations and explain the restorative process. The purpose of these meetings is to hear each person's story and identify potential solutions to repair the harm.
- 4.3 **RESPONSIBILITY:** Facilitators/Community/All Circle Participants
The facilitators will then meet with any other individuals deemed appropriate to participate in the restorative process. This could include witnesses and/or individuals from the College community who were present and were affected by the incident.
- 4.4 **RESPONSIBILITY:** Facilitators/Knowledge Keepers/All Circle Participants
A Circle will be scheduled on an agreed upon date, with the possibility of scheduling subsequent sessions if needed. The Circle will include the complainant and respondent, one or more Knowledge Keepers, any individuals chosen by the complainant and respondent respectively for their personal support, additional community members/witnesses, and the facilitators.
- 4.5 **RESPONSIBILITY:** College/Facilitators
Either a representative of the College or the facilitators will offer tobacco to the Knowledge Keeper(s) prior to beginning the Circle. The exchange of tobacco is similar to forming a contract: The Knowledge Keeper(s) agree(s) to participate in the Circle, and the one offering the tobacco has obligations to respect the teachings and the teacher.
- 4.6 **RESPONSIBILITY:** Knowledge Keeper(s)/All Circle Participants
The Knowledge Keeper(s) can begin with an appropriate ceremonial practice, to enable the participants to accept their accountability to the community and intention to contribute authentically. Customary Indigenous ceremonial practices may be incorporated at the request of the complainant or respondent, at the discretion of the facilitator and/or Knowledge Keeper(s).
- 4.7 **RESPONSIBILITY:** Facilitators/All Circle Participants
Facilitators will then introduce each party including their names, roles and the purpose of their participation. Ground rules to guide the conversation will be shared at this step.
- 4.8 **RESPONSIBILITY:** Facilitators/Respondent
The conversation will begin with the respondent sharing their recollection of the incident including who was harmed by the conduct. The purpose of this step is to establish a recognition of responsibility for their actions and to encourage their understanding of the effect of their actions on the complainant.

- 4.9 RESPONSIBILITY: Facilitators/Complainant/Community
Once personal acceptance has been established, the process shifts to the complainant and then to other community members to share how the incident affected them. Participants will be asked to describe how they were impacted physically, emotionally, mentally, economically, and/or spiritually.
- 4.10 RESPONSIBILITY: Knowledge Keepers
Knowledge Keepers will be invited to contribute their reflections on what has been shared and to offer insights into restoration of the community in this instance.
- 4.11 RESPONSIBILITY: Facilitators/All Circle Participants
Once all participants have spoken, the facilitators will work with the participants to draft a Circle Agreement for resolution. The facilitators will focus the group on three specific areas:
- Repair of the harm to the complainant;
 - Options for restoration of the community; and
 - Assisting the respondent to take responsibility, build competencies and, in effect, make better decisions in the future.
- 4.12 RESPONSIBILITY: Facilitators/All Circle Participants
The facilitators will draft a Circle Agreement based on their notes from the discussion detailed above. While the agreement is being drafted, the participants will share food in a process referred to as “breaking bread” to celebrate their accomplishments.
- 4.13. RESPONSIBILITY: Facilitators/All Circle Participants
Once the Circle agreement is drafted, reviewed, and signed, the Knowledge Keepers will lead the group in a closing activity where participants provide reflection and feedback with respect to the process. Customary Indigenous ceremonial practices may also be incorporated to close the Circle, at the discretion of the facilitator and/or Knowledge Keeper(s).

5. Formal Complaint Option

Proceeding to Formal Complaint

- 5.1 RESPONSIBILITY: Complainant
Where the complaint cannot be resolved informally or through mediation or a restorative justice circle, a formal complaint may be made:
- Using the form in Appendix A, and submitting it to Organizational Effectiveness
 - Using the ‘Make a Racism Complaint’ webform located at <https://www.confederationcollege.ca/department/human-resources/make-racism-complaint>
 - Reporting their complaint to a Confederation College staff member who can guide them through the process.

Complaints may be made anonymously if a complainant seeks to provide feedback to encourage systemic improvement while maintaining confidentiality.

5.2 **RESPONSIBILITY:** Organizational Effectiveness

The College will initiate an investigation in accordance with the process outlined below.

5.3 **RESPONSIBILITY:** Organizational Effectiveness

If having the complaint investigated by internal members of the College community is deemed to be unsuitable or inadequate, an independent investigator may be appointed. See Section II, "Conflicts of Interest." Any person who declares a conflict of interest, either real or perceived, will be provided with an alternative investigator. Where possible, alternative investigators will be considered first, followed by investigators external to the College, chosen from a list of approved vendors outlined in Section II.

6. Investigation Processes

6.1 **RESPONSIBILITY:** Complainant/Respondent/Investigator

If the complaint has proceeded to the formal stage, the College is required to investigate the incident(s). The appointed investigator shall speak with all parties concerned to receive their account of events without bias or judgement. This evidence will be recorded in writing. Alternatively, this evidence may be recorded in the form of oral testimony on video.

6.2 **RESPONSIBILITY:** Investigator

Investigations will:

- a. Begin within a maximum 10 business days of the formal complaint being received;
- b. Be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations;
- c. Be thorough and interview all necessary parties. Reasonable efforts must be made to interview complainants, respondents and/or any witnesses who are identified, including those who are not employed by the College;
- d. Be sensitive to the interests of all parties involved and maintain confidentiality;
- e. Be focused on finding facts and evidence, including thorough interviews of the complainant, respondent, and any witnesses; and
- f. Be completed within 90 days unless there are extenuating circumstances warranting a longer investigation.

6.3 **RESPONSIBILITY:** Organizational Effectiveness

If, at any point, it is decided that the internal investigation process is not sufficient or that the investigation has been compromised; it will become necessary to engage an external investigator.

6.4 RESPONSIBILITY: Investigator

The party investigating will:

- a. Review the recorded (written or otherwise) complaint if one exists, or the facts of the case, as presented, if no written complaint exists;
- b. Review available evidence such as virtual communication, handwritten notes, photographs, surveillance footage, physical evidence, etc. This may include consulting with other relevant College departments i.e. Computer Services or Public Safety;
- c. Allow the respondent to review a summary of the allegations and provide a written response if they wish;
- d. Ensure confidentiality is maintained during the process, but explain the limits of confidentiality to all of the parties;
- e. Treat all parties with respect and dignity throughout the process;
- f. Ensure privacy by carefully selecting the interview location – in some cases it may be best to perform interviews off-site; and
- g. Take thorough and complete notes allowing all parties to review the notes taken during the interview, correct as needed and sign, at their discretion, as an accurate reflection of the information stated. Where an investigation panel exists, one set of notes will be recorded as part of the investigation.

6.5 RESPONSIBILITY: Investigator

Once the investigator has gathered the relevant facts, they will validate this information with the parties by:

- a. Preparing an Investigator's Report containing a description of the allegations and a description of the background and evidence that has been collected in relation to each allegation;
- b. Reviewing the evidence as collected with the appropriate parties; and
- c. Ensuring the complainant and respondent have the opportunity to provide written comments at their discretion.

6.6 RESPONSIBILITY: Investigator

The investigator will provide the Investigator's Report to the Vice President, Organizational Effectiveness. The Report will include the following information:

- a. A statement of the complaint/allegations;
- b. Steps taken during the investigation process;
- c. Individuals interviewed and a summary of the evidence provided;
- d. A summary of any other evidence obtained; and
- e. Factual findings including the rationale and evidence for those findings.

6.7 RESPONSIBILITY: Complainant/Respondent/Investigator

At the request of the complainant and/or respondent, the investigator will provide them with an Executive Summary of the findings of the investigation. This report will not include specific evidence obtained during the investigation process to maintain confidentiality.

7. Adjudication Panel

7.1 RESPONSIBILITY: Organizational Effectiveness/Vice President, Academic/SUCCI/OASA/Panel Members

The Vice President, Organizational Effectiveness will convene a panel to review the complaint and the evidence collected by the investigator and determine final outcomes. The Adjudication Panel will consist of:

- The Vice President, Organizational Effectiveness (Chair, non-voting, except in the case of a tie);
- The Vice President, Academic or Finance and Administration as appropriate;
- The Director, Student Success or Director of Indigenous Initiatives, in cases involving students:
- One representative from SUCCI; and
- One representative from OASA.

Replacement panel member(s) will be selected by the other panel members in the event that any of the aforementioned panel members declares or is deemed to have a conflict of interest.

7.2 RESPONSIBILITY: Adjudication Panel

The Panel will nominate a Chair who will be responsible for communicating the outcome to the complainant and respondent and ensuring that a Final Report is submitted to the appropriate College representative.

7.3 RESPONSIBILITY: Adjudication Panel

The Panel will review the investigation report, and any evidence collected as a result of the complaint or in the process of the investigation.

7.4 RESPONSIBILITY: Adjudication Panel/Organizational Effectiveness/Complainant /Respondent

The Panel will convene meetings at a time and place convenient to all parties, to determine the substance of the complaint through review of the provided documentation. These meetings will be convened within ten business days of their receipt of the Investigator's Report, where practicable.

7.5 RESPONSIBILITY: Adjudication Panel/Investigator

Should additional information be required to aid the Panel in decision-making, the investigator will be invited to attend the meeting to clarify or provide additional relevant information as it pertains to the investigation.

7.6 Adjudication Panel/Complainant/Respondent/Witnesses

If the Panel is not satisfied with the information provided by the Investigator, the Panel may invite the complainant and then the respondent to participate in the meeting separately. Each party will then have an opportunity to clarify the

necessary information for the Panel to make a decision in their own words, should they choose to do so. If there are additional witnesses, they may also be invited to be heard, at the discretion of the Panel.

7.7 RESPONSIBILITY: Adjudication Panel

The Adjudication Panel will have an opportunity to ask questions such as may arise upon their reading the Investigator's Report and listening to the participants. Every effort will be made to ensure that the participants are comfortable when telling their story, including the opportunity to bring a support person. Where a support person attends their only function will be to provide support. They will not be permitted to participate in the discussion.

7.8 RESPONSIBILITY: Adjudication Panel

The adjudication will be conducted with minimal formality, in a room that preserves confidentiality and safety.

7.9 RESPONSIBILITY: Adjudication Panel

When additional information is required by either the investigator, complainant, respondent, and/or witnesses, the adjudication will be recorded to ensure accuracy and to aid the Panel in decision-making.

7.10 RESPONSIBILITY: Adjudication Panel

Following the adjudication, the Panel will engage in a decision-making process, either on the same day or at an agreed upon subsequent date. The Panel will review all documentation of evidence including the Investigation Report and any written documentation including the original complaint and any response from the respondent.

7.11 RESPONSIBILITY: Adjudication Panel/Organizational Effectiveness

The Adjudication Panel will prepare a Final Report, relying on the all the evidence provided, including their conversations with the complainant and respondent, and provide it to the Vice President, Organizational Effectiveness. The Final Report will contain the following elements:

- a. A complete copy of the investigation report;
- b. If applicable, a description of the additional information that was sought through the adjudication process and the analysis of such evidence in respect to each allegation; and
- c. A recommendation of one or more remedies.

7.12 RESPONSIBILITY: Adjudication Panel Chair

Within 10 days of the investigation being completed, the complainant and respondent will be informed in writing of the Panel's conclusions and recommendations.

8. Remedies and Sanctions

- 8.1 **RESPONSIBILITY: Organizational Effectiveness/President**
Upon receipt of the Panel's Final Report, the College shall have complete discretion to impose remedies and sanctions as appropriate, including disciplinary action up to and including expulsion or dismissal for just cause, where:
- a. Any member of the College community subjects another member of the College community to racism or otherwise violates this policy;
 - b. A complaint is found to be frivolous, vexatious or in bad faith; or
 - c. There is a reprisal or retaliatory measure against an employee who, in good faith, raised a complaint of racism within the meaning of this Policy or any related policy and/or cooperates in the investigation of the complaint.
- 8.2 **RESPONSIBILITY: Organizational Effectiveness/President**
In making a decision as to remedy or remedies to be applied, the College shall take into consideration both the needs of the complainant and the needs of the College community, and select one or more of the following possible remedies:
- a. verbal and/or written apology to the complainant;
 - b. education and/or training;
 - c. disciplinary sanctions;
 - d. a demonstration of accountability via a written or oral statement;
 - e. a gesture of reciprocity or restitution to the community; and/or
 - f. other measures deemed appropriate under the circumstances.
- 8.3 **RESPONSIBILITY: Restorative Justice Facilitators**
Where restorative justice has been chosen, the Restorative Circle agreement will detail all proposed remedies.
- 8.4 **RESPONSIBILITY: Organizational Effectiveness**
The complaint process will be finalized by the completion of the form in Appendix B. The completed form will be provided to all parties within 3 days of the decision and/or agreement.

9. Appeals Process

- 9.1 **RESPONSIBILITY: Complainant/Respondent**
Appeals must be made in writing to the Office of the President of Confederation College within 15 business days of either the complainant or respondent being informed of the decision using the form in Appendix C.
- 9.2 **RESPONSIBILITY: President or Designate**
Appeals will be deemed to have merit in the event there was an error or omission in process. This determination will be made by the President or designate by reviewing the appeal and all investigation and adjudication documentation.

- 9.3 **RESPONSIBILITY:** Adjudicator/Panel
Where it is determined that an appeal has merit, all documentation will be provided to a new adjudicator or panel for review. The new adjudicator/panel will review the appeal and all investigation and adjudication documentation. Additional information and/or evidence may be gathered for review. The appeal findings will be collated into a report and submitted to the President for review.
- 9.4 **RESPONSIBILITY:** President or Designate
The appeal review document will be submitted to the President for decision. The decision is final and recommendations for action will be implemented by the College in accordance with College policies, procedures, practices, collective agreements, terms and conditions of employment, contracts, etc.
- 9.5 **RESPONSIBILITY:** President or Designate
The appellant will be informed in writing of the appeal outcome by the President or her/his designate within 20 business days of receipt of the appeal.

10. Confidentiality

- 10.1 **RESPONSIBILITY:** Organizational Effectiveness/Public Safety/Investigators
Information relating to a complaint will be kept confidential to the extent possible in order to respect the interests of the parties involved. However, during the course of the investigation, information will be disclosed to the extent necessary to properly conduct the investigation and as may be required by this policy and the law. In so doing, the College will ensure compliance with the Ontario Freedom of Information and Protection of Privacy Act (FIPPA).

Access by third parties to the report, or to any records collected or created during the course of the investigation will be in accordance with FIPPA, and the College will protect personal information contained in such records in the manner and to the extent required by FIPPA.

- 10.2 **RESPONSIBILITY:** College Community
Members of the College Community are expected to fulfill their responsibility to other members of the College Community by assisting and cooperating with the investigation of complaints, including sharing information with administrators.
- 10.3 **RESPONSIBILITY:** College Community
Unwarranted breaches of confidentiality will result in disciplinary action. Open discussions regarding any complaints, incidents and/or investigations will not be permitted.
- 10.4 **RESPONSIBILITY:** Organizational Effectiveness/Public Safety
All records related to a complaint will be stored in a secure manner with Organizational Effectiveness in accordance with records retention standards.

Revision History

Version	Change	Author	Date of Change
Original	New	President's Office	2019-11-26
V2	Regular review and split procedure from policy	Organizational Effectiveness	2021-11-03
V3	Regular review, and amended as per <i>Minister's Anti-Racism/ Anti-Hate Directive, Strengthening Accountability and Student Supports Act, 2024.</i>	Equity, Diversity, and Inclusion Advisor	2025-01-22

Appendix A: Complaint Intake Form

This form is to be completed by an employee/student/community member who wishes to make a complaint of racism or discrimination. This may be submitted via webform, or brought directly to the Vice President, Organizational Effectiveness during normal business hours.

1. Complainant Information

Name: Click or tap here to enter text.

I am a student Program: Enter Program

I am a community Member Relationship to College: Relationship to College

I am an employee Position Title & Department: Title/Department

2. Respondent Information

If the complaint has more than one respondent, please complete a separate complaint form for each.

Name: Click or tap here to enter text.

They are a student Program: Enter Program

They are a community Member Relationship to College: Relationship to College

They are an employee Position Title & Department: Title/Department

3. Description of Allegations (attach additional pages as necessary)

Please describe, in as much detail as possible, the incident(s) of alleged harassment. Please include:

- who was involved;
- what was specifically said or done (words, tone, actions, etc.);
- when it happened (dates and times);
- where it happened;
- any witnesses to the incident(s) described (names and contact information, if possible);
- how the incident(s) impacted you; and
- if the incident(s) was reported to management (please provide details - who, when, what action was taken, etc.).

Click or tap here to enter text.

4. Relevant Time Period

- When did the alleged harassment begin?
- When did the most recent incident of alleged harassment occur?

Click or tap here to enter text.

5. Summary Information

- Involves multiple incidents of alleged harassment
- Involves a single incident of alleged harassment
- Involves physical contact and/or assault
- Involves verbal abuse and/or threats
- Involves reprisal and/or retaliation
- Involves abuse of authority (use of authority serving no legitimate work purpose)
- Involves sexual harassment (harassment which is gender-based/of a sexual nature)
- Involves discriminatory harassment (based on prohibited ground of discrimination)
 - If "yes" above, what prohibited ground was the basis of the alleged harassment?

Where did the alleged harassment primarily occur?

Click or tap here to enter text.

5. Statement of Acknowledgement

I certify the information provided in this complaint to be accurate, true and complete to the best of my knowledge.

I understand that I will not be subject to any adverse treatment as a result of making this complaint, provided that it has been made in good faith and without malice. I acknowledge that, in order to preserve the integrity of the process and to protect the interests of all parties, I will maintain confidentiality and will not discuss this complaint with anyone other than those who need to know (i.e. union representative, investigators, legal counsel, health care providers, EAP, counsellors, Equity, Diversity, and Inclusion Advisor, and/or management representatives).

I understand that the College will maintain confidentiality of any information gathered as a result of this complaint but will share such information as necessary to pursue resolution, including disclosing the complaint and related information to the Respondent or as otherwise required by law.

I acknowledge that filing this complaint does not prevent me from pursuing any other remedies that may be available (e.g. grievance, Human Rights complaint, legal action, etc.), which are separate and distinct from the Policy. I acknowledge that it is not the role of any College staff members to identify any remedies or procedures that are or may be available outside the Policy and that I am solely responsible for exploring such options should I choose to do so.

Name	Enter name.	Date	enter a date.	Signature	
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Appendix B: Resolution Form

Resolution Summary Sheet

Date Complaint Received: Date received. Date Incident Occurred: Date occurred

Multiple Incidents? Yes No If Yes, specify Enter info

Resolution Mechanism: Click or tap here to enter text.

Complainant Name: Click or tap here to enter text. Signature:

Please Select: College Student College Employee Community Member
 Other: Click or tap here to enter text.

Relationship to Respondent:

No Relationship Acquaintance Friend
 Romantic Partner Former Romantic Partner Family Member
 Coworker Student of Employee of
 Unknown Other: Click or tap here to enter text.

Respondent Name: Enter name Signature

Please Select: College Student College Employee Community Member
 Unknown Other: Click or tap here to enter text.

Outcomes of selected mechanism:

 Click or tap here to enter text.

Investigator/Mediator Name:	<u> Click to enter name. </u>	Signature:	
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Appendix C: Appeals Form

This form is to be completed by complainant or respondent who wishes to launch an appeal with respect to a decision/finding/resolution related to this policy. When completed, it is to be submitted to the office of the President via the webform or by dropping this printed form off to the office of the President.

Appellant Information

Name: Click or tap here to enter text.

I am a student

Program: Enter Program

I am a community
Member

Relationship to College: Relationship to College

I am an employee

**Position Title &
Department:** Title/Department

Reasons for Appeal

Click or tap here to enter text.

Appeals are deemed to have merit where there was an error or omission in process. Please describe such error or omission.

Click or tap here to enter text.

Name Enter name.

Date enter a date.

Signature _____