



## Discrimination or Harassment A Guide to the Complaint Process for Complainants

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### Who can contact the Office of Human Rights and Conflict Management?

Any person who believes that any member of the University of Manitoba has been subjected to harassment or discrimination in the course of University-related employment, study, training or activities may discuss their concerns or make a complaint.

### What is Informal Resolution?

When there are likely to be continued working relationships and future contact, sometimes the best way to proceed is to see if the matter can be resolved without filing a formal complaint. With your permission, the Human Rights and Conflict Management Officer (“Officer” or “Advisor”) will contact the other party in order to explore the possibility of informal resolution.

If both parties are agreeable, the option of scheduling a face-to-face mediation is available. However, resolution can also be explored through conciliation where the Officer or Advisor acts as a “go between” the parties in order to reach an understanding of the issues, which may aid in reaching an agreement.

### What is Conflict Management Coaching?

Conflict management coaching is a one-on-one process in which a trained coach helps individuals gain increased ability to manage their interpersonal conflicts and disputes. It is a voluntary and confidential process that focuses on each individual’s conflict management goals. Conflict management coaching is **not** therapy or counselling.

### Is the process confidential?

We make every effort to respect confidentiality and to seek consent before acting on information that is provided to us. However, there are some instances when complete confidentiality cannot be assured, such as when disclosure is required by law or when

there is a risk to the health, safety or security of yourself or others.

### What is a formal complaint?

If you attempt to resolve the matter informally first, and you are not successful, you have the option of filing a formal complaint. You do not have to attempt informal resolution first; one can also choose to proceed straight to filing a formal complaint.

Formal complaints are in writing and have been assessed by the Officer to proceed forward to an investigation.

### Is there a deadline for filing?

All formal complaints must be made within one year from the date of the alleged incident. However, if it is past the deadline, it is at the Officer’s discretion if an extension is warranted. Upon your contacting the Office of Human Rights and Conflict Management, the Officer or Advisor will meet with you to address your concerns. In some cases, a referral is made to another external or internal University service provider.

### What information do I need to provide?

You will need to provide information to identify the individual that you are complaining about and how it fits under the University of Manitoba’s Respectful Work and Learning Environment Policy.

As the complainant, in most cases you determine how you would like to proceed with your concern. Generally, before a file becomes a formal complaint, with your permission, the Officer or Advisor will attempt to resolve the matter informally.

## **For More Information**

- You can contact The Office of Human Rights and Conflict Management:  
by calling: 204-474-6348 (confidential voicemail),  
or by e-mailing: [Human.Rights@umanitoba.ca](mailto:Human.Rights@umanitoba.ca)  
or visit our website: [http://umanitoba.ca/human\\_rights/](http://umanitoba.ca/human_rights/).
  
- **Respectful Work and Learning Environment (RWLE) Policy**  
[http://umanitoba.ca/admin/governance/media/Respectful Work and Learning Environment RWLE Policy - 2016 09 01.pdf](http://umanitoba.ca/admin/governance/media/Respectful_Work_and_Learning_Environment_RWLE_Policy_-_2016_09_01.pdf)
  
- **Sexual Assault Policy**  
[http://umanitoba.ca/admin/governance/media/Sexual Assault Policy - 2016 09 01.pdf](http://umanitoba.ca/admin/governance/media/Sexual_Assault_Policy_-_2016_09_01.pdf)
  
- **RWLE and Sexual Assault Procedure**  
[http://umanitoba.ca/admin/governance/media/Respectful Work and Learning Environment RWLE and Sexual Assault Procedures - 2016 09 01.pdf](http://umanitoba.ca/admin/governance/media/Respectful_Work_and_Learning_Environment_RWLE_and_Sexual_Assault_Procedures_-_2016_09_01.pdf)