A Guide to the Complaint Process for Respondents

If an individual has contacted the Office of Human Rights and Conflict Management under the Respectful Work and Learning Environment (R.W.L.E.) Policy and/or the Sexual Violence Policy (S.V.) naming you as the respondent in a complaint, the Office of Human Rights and Conflict Management (O.H.R.C.M.) will provide you with information to explain the process.

1. 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, discrimination, or sexual violence in the course of University related employment, study, training, or activities may discuss their concerns or make a complaint requesting the matter to be investigated.

2. 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. The office may contact you 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 office acts as a “go between” assisting the parties in reaching an understanding of the issues, which may aid in reaching an agreement.

3. What is a formal complaint?

A formal complaint is submitted when a complainant wants their matter to be investigated through the formal process set out in the Disclosures and Complaints Procedure.

Upon submission, the formal complaints are assessed by the O.H.R.C.M. to determine applicability under the policies and whether or not the matter proceeds to an investigation.
4. **What can I expect?**

The filing of a formal complaint does not mean that there is any merit to an allegation. An investigator will determine this. You will receive a copy of the formal complaint and be provided a reasonable opportunity to respond to the allegations. You may consult with and be accompanied by a representative.

If the investigator determines there has been no breach of the policy, then the complaint will be dismissed. If there is a finding of a breach of the policy, then discipline maybe warranted. For more information, please refer to the *Disclosure and Complaints Procedure* (see link on following page).

5. **What is the role of the Office of Human Rights and Conflict Management?**

Staff in the Office of Human Rights and Conflict Management act as neutral parties to help resolve issues and guide both complainants and respondents through their processes.

**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@ad.umanitoba.ca
- or visit our website: http://umanitoba.ca/human_rights/

You can review the following policies and procedure:

- The Respectful Work and Learning Environment Policy (R.W.L.E.)
- The Sexual Violence Policy (S.V.)
- The Disclosures and Complaints Procedure