Guidelines for Written Formal Complaints Relating to Discrimination, Harassment, and Sexual Violence

Every situation is different and therefore every complaint will differ in its content, length and format. However, some guidelines apply to all formal complaints. Please use the following guidelines and structure to construct your complaint before you submit it to the Office of Human Rights and Conflict Management.

1. A formal complaint is a written document (preferably typed, but handwritten complaints will also be accepted). It can be e-mailed to the O.H.R.C.M. or provided in person.

2. If your complaint is naming more than one Respondent (the subject of your complaint), you must prepare a separate complaint document for each respondent.

3. Title your document “Formal Complaint.”

4. In the body of your complaint, provide the following details:

   - Identify yourself as the Complainant.
   - Provide your identifying and contact information:
     - full name
     - mailing address
     - e-mail address
     - phone number(s) where you can be reached
     - faculty, unit or department
     - position and current status in relation to the UM (e.g., current or former student or employee, on leave, etc.)
     - length of time at the University

   - Identify respondent(s) and provide their contact information (if known):
     - full name
     - e-mail address
     - phone number(s)
     - faculty, unit or department
     - position and current status in relation to the UM

   *Remember: If you are identifying more than one respondent, you must prepare a separate complaint document for each respondent.*

   - Confirm that you are filing a formal complaint under the Respectful Work and Learning Environment Policy or the Sexual Violence Policy.
☐ How do you know the respondent and what is your current relationship to them? (e.g., supervisor, student, professor, etc.).

☐ Indicate the specific type of prohibited behaviour(s) that you believe the respondent subjected you to: discrimination, harassment, or sexual violence.

For allegations of discrimination and harassment, identify what characteristic(s) you believe apply to your complaint: (e.g., ancestry, sex, sexual orientation, age, disability, etc.).

*Please refer to the prohibited conduct section of the Disclosures and Complaints Procedure (starting at section 2.4) for the definitions of discrimination, harassment and sexual violence.*

☐ State the first time the behaviour(s) occurred. Provide a date, if possible, or your best recollection of when you believe the incident first happened.

☐ Describe the incident/prohibited behaviour(s). If there is a series of incidents or behaviours, list all of them chronologically and state for each incident:
  - what happened
  - where it happened
  - when it happened
  - who else was involved or witnessing

☐ Indicate what steps have been taken to address the behaviour(s) with the respondent, whether by you or someone else (e.g. talked to the respondent or the manager). If no steps were taken, indicate that as well.

☐ List anyone else you have communicated with about the behaviour(s), and the result of that communication.

☐ Write down what has led you to the decision to file a formal complaint.

5. Provide any documents and/or items in your possession that you believe support the allegations stated in your complaint. For example:
  - e-mails, text messages and other forms of communication
  - audio recordings
  - photos/letters/cards
  - clothing
  - other items or documents

Indicate whether there is any additional information that supports your complaint but is currently not in your possession, where it is held, and how it can be obtained.

6. In a separate document, please list any witnesses and other persons who may have relevant information concerning your complaint, and provide their email addresses and phone numbers if you have them.

7. When submitting your complaint, please indicate where and how you prefer to be contacted by the O.H.R.C.M. (e.g., at home or at work, by phone or e-mail, etc.).

**IMPORTANT:** Be aware that your formal complaint (absent your witness information) will be shared with the respondent(s) as part of the investigation process.