



Guidelines for a Written Response to a Formal Complaint

Every complaint and response are different in form and substance, and as such do not readily lend themselves to a pre-set form. For your response to a complaint, please prepare a written document labelled “Formal Response” that, in separate paragraphs and on separately numbered pages, provides the following details:

1. Identify yourself as the respondent and confirm your name, address, email address, faculty, status or position, length of time at the University, phone numbers.
2. Write replies to the allegations listed in the complaint letter. Indicate the portions of the complaint that you agree or disagree with.
 - When you disagree, provide your version of what happened, giving additional information when necessary to provide the full picture.
 - If the complaint lists several allegations, respond to each of them separately, and in the order they are mentioned in the complaint letter.
3. Before you send in your response, please read it over carefully to ensure that you have responded to each and every point in the complaint.
4. Sign and date your response letter, and then submit it to the investigator.
 - Be sure to keep a copy of your entire response letter and any attachments.

NOTE: The following is further information that should be submitted, if available, **in a separate document(s)** along with your response letter:

1. Are you aware of any information that supports your response, but is currently not in your possession? For example:
 - audio or video recordings
 - photos/letters/cards

- clothing
- other documents
- emails, text messages, etc.

Indicate where these items are currently being held and how they may be obtained.

2. Provide any documents in your possession that you believe support your response to the complaint.
3. List on a separate piece of paper any names, addresses and phone numbers of witnesses or other persons you feel may have relevant information concerning the complaint, and your response.
4. State how you prefer to be contacted (e.g., home or work, phone or via email).

IMPORTANT: Recognize that your formal response (absent your witness information) will be shared with the complainant as part of the investigation process.