



## Discrimination and Harassment: A Guide to the Complaint Process for Complainants

### 1. Who can contact the Office of Human Rights and Conflict Management (OHRCM)?

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.

### 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. With your permission, the OHRCM 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 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 conflict management coaching?

Conflict management coaching is a one-on-one process in which a trained coach helps individuals gain an 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.

### 4. 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 oneself or others.

## 5. 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 OHRCM to determine applicability under the policies and whether or not the matter proceeds to an investigation. In some cases, a referral is made to another external or internal University service provider.

If you attempt to resolve a 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 and may choose to proceed straight to filing a formal complaint.

## 6. What information do I need to provide for a formal complaint?

You will need to provide information identifying the individual or group involved in the formal complaint, and include details about how your complaint fits under the University of Manitoba's *Respectful Work and Learning Environment Policy* and/or the *Sexual Violence Policy*.

### For More Information

You can contact the OHRCM:

- Phone: 204-474-6348 (confidential voicemail)
- Email: [human.rights@umanitoba.ca](mailto:human.rights@umanitoba.ca)
- Website: [http://umanitoba.ca/human\\_rights](http://umanitoba.ca/human_rights)

You can review the following policies and procedure:

- [\*The Respectful Work and Learning Environment \(RWLE\) Policy\*](#)
- [\*The Sexual Violence \(SV\) Policy\*](#)
- [\*The Disclosures and Complaints Procedure\*](#)