



A Guide to the Complaint Process for Respondents

If an individual has contacted the Office of Human Rights and Conflict Management (OHRCM) under the *Respectful Work and Learning Environment (RWLE) Policy* and/or the *Sexual Violence (SV) Policy* naming you as the respondent in a complaint, the OHRCM will provide you with information to explain the process.

1. Who can contact the OHRCM?

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 OHRCM may contact you 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 OHRCM 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 may be warranted. For more information, please refer to the [*Disclosures and Complaints Procedure*](#).

5. What is the role of the OHRCM?

Staff in the OHRCM act as neutral parties to help resolve issues and guide both complainants and respondents through formal and informal complaint resolution processes.

For More Information

You can contact the OHRCM:

- Phone: 204-474-6348 (confidential voicemail)
- Email: human.rights@umanitoba.ca
- Website: 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*](#)