

Know your options

Where to go for help and advice

1. Your **manager** will support and guide you. They may also help address the complaint directly.
2. The **Equity and Human Rights Office** implements Policy GV0205. The Office can provide you with advice and training. It also conducts formal investigations, provides mediation, and can assist to resolve complaints informally.
3. For matters involving faculty and librarians, the **Faculty Relations** unit of VPAC (the Office of the Vice-President Academic and Provost) coordinates investigations, and provides coaching and mediation.
4. Your **Human Resources Consultant** will provide you with advice and coaching. They will also assist your investigation, help you coordinate meetings, and establish the facts of a case.

Do something

Take appropriate action

What to do when you receive a complaint

Understand the situation. Ask open-ended questions to learn the story and discover what's important.

Listen carefully and with empathy. Ensure that the complainant feels that they have been heard and their concerns understood.

Offer support to the staff or faculty member through the Employee & Family Assistance Program (EFAP) or other on-to address the complaint, provide support,

describe the next steps, and follow up with specific measures.

Acting on the complaint:

For complaints that do not seem like Policy violations (e.g. workplace interpersonal conflict)

Definitions at a glance

1. University of Victoria Discrimination and Harassment (Policy GV0205)

Discrimination is adverse differential treatment of a person or group of persons on the basis of a Prohibited Ground of Discrimination, as set out in the British Columbia Human Rights Code, that has the effect or purpose of unreasonably interfering with that person's or group's employment or educational status or performance or of creating a hostile or intimidating work or educational environment. Discrimination includes adverse effect or systemic discrimination which consists of