A Complaint is for University Community members who feel they have personally experienced Discrimination, Harassment, or Reprisal and want the matter investigated.

Individuals can also pursue an alternative resolution if they do not want to file a formal complaint (see Alternative Resolution, Policy S. 5).

A Complaint using the form found on the Secretariat’s website is submitted to the University Secretary.

A meeting of the Intake Assessment Team is held (see ¶2).

Q: Is it determined that the Complaint will be referred for investigation?

**NO.** The Complaint: contains insufficient detail; does not relate to a matter covered by the Policy; is already the subject of another process (e.g., a grievance); or does not contain claim(s), if true, that would constitute Harassment, Discrimination, or Reprisal as defined in the Policy. (see ¶5)

The Intake Assessment Team has discretion in other circumstances: See (see ¶5 (e) and (f)).

The University Secretary will advise why the Complaint was not referred to investigation, that new information can be submitted for further consideration, and will provide information about alternatives for recourse or support. (see ¶6)

**YES.** The Complaint will be referred to the appropriate Receiving Office (see ¶8). If the Respondent is a Queen’s employee, student, or both, interim measures may be put in place (see ¶12 & 13).

If an early resolution is not appropriate, the Receiving Office will assign an internal or external investigator. Individuals involved are informed of the process.

The investigator will issue a confidential written report.

Complainants and Respondents will be informed of the outcome in writing.

If an early resolution is appropriate, it will be explored. If a resolution is reached, a resolution agreement will be prepared, and the case will be closed. The University Secretary receives a written summary of resolution. (see ¶14-19)

If no resolution is reached within a reasonable time, the Receiving Office proceeds with a formal investigation. (see ¶17)

After the investigation is completed, if it is reported to the University Secretary that Systemic Discrimination was found, the Secretary will forward a Report to the appropriate Vice-Principal for inquiry pursuant to the Reporting Procedure. (see ¶39)