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, the complaint is already the subject of another process (e.g., a grievance), or the claim(s) if true do not constitute harassment, discrimination, or reprisal as defined in the Policy. Other Reasons the Complaint MIGHT not be referred to investigation:
- It is made more than 1 year after the alleged incident(s).
- It involves a Respondent no longer part of the university community.

The Secretary will advise why the report was not referred to investigation, that new information can be submitted for further consideration, and provide information about alternatives for recourse or support. (see ¶5 and ¶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, the following steps will be followed, and interim measures may be put in place. (see ¶12 &13)

If an early resolution is appropriate, the receiving office will assign an internal or external investigator who will ensure the individuals involved are informed of the process.

If an early resolution is not appropriate, the investigator will issue a confidential written report to the receiving office.

The investigator will issue a confidential written report to the receiving office.

If no resolution is reached the complaint is referred for investigation.

If the investigator reports systemic discrimination, the Secretary will forward a Report to the appropriate Vice-Principal for inquiry pursuant to the Reporting Procedure. (see ¶38)

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