Queen’s community members may choose to seek advice and information from a variety of university offices about what is believed to be incidents of harassment and/or discrimination. If the issues raised cannot be resolved without a formal complaint or report, the process outlined below is followed.

The Assessment Team will complete a reporting process on an annual basis.

A written complaint/report is submitted to the University Secretary

A meeting of the Intake Assessment Team is held
Q: Is there sufficient information/detail that, if true, would constitute a violation of the policy?

NO, the Complaint contains insufficient detail and is returned to the Complainant with a request for additional information.

OR

NO, there is no basis for a formal investigation.
- Other policies may be engaged that warrant review; or
- the Complaint may raise general concerns about culture/environment that should be referred to the responsible VP.

YES
Q: Is it appropriate to pursue early resolution at the intake stage?

NO. Investigation proceeds.

YES, early resolution is appropriate.
If the complainant and respondent are willing, a resolution agreement will be prepared, and the case will be closed. Secretary receives written summary of resolution.

If NO early resolution reached before a final decision is made, a full investigation report is provided to a decision-maker, who issues a decision to the complainant and respondent.

The Secretary receives a written notification with summary of findings and outcomes.

If an early resolution is reached before a final decision is made, a summary of the resolution is provided to the Secretary, and the case will be closed.