

Harassment and Discrimination Intake

Annual Report 2024-2025



Queen's
UNIVERSITY

OFFICE OF THE VICE-PRINCIPAL
CULTURE, EQUITY, AND INCLUSION



INTRODUCTION

The following report provides an overview of the complaints and reports submitted under the Harassment and Discrimination Prevention and Response Policy from September 1, 2024, to August 31, 2025. This summary includes data from both formal complaints submitted via the online intake form to the Office of the Vice Principal (Culture, Equity and Inclusion) (VPCEI) and anonymous submissions received through the Human Rights and Equity Office IN-SIGHT reporting tool.

The report compares the current data to the previous year's statistics, notes trends in reporter and respondent roles, incident locations, the timing of incidents, grounds for complaints, and referrals for formal investigations. Specific attention is given to data unique to IN-SIGHT, emphasizing behaviors reported and trends observed. This report is helpful in understanding the university's ongoing efforts to respond to and manage incidents of harassment and discrimination effectively.

POLICY UPDATES AND THE DIRECTIVE

The Harassment and Discrimination Prevention and Response Policy (H&D Policy) was revised to include specific language responding to the [anti-hate and anti-racism Directive](#) issued by the Ontario Minister of Colleges and Universities late last year. The directive required all publicly assisted colleges and universities to implement the directive requirements by Jan. 31, 2025. The Queen's Board of Trustees approved the updated H&D Policy in December 2024.

The revised H&D Policy provides updated definitions, highlights complaints and reporting avenues, including anonymous reporting through IN-SIGHT, and outlines various resources for addressing racism and hate at the university.

The Directive also requires universities to report the following:

- The number and type of complaints reported by students, faculty or staff including a general description/ categorization of the complaints including the number of complaints that do not proceed to a review.
- The associated human rights code group (for example, ethnicity, race, religion, sexual orientation) and the sub-category (for example, Black, Indigenous, Jewish)
- The outcomes of these incidents including response and resolution timelines (for example, the number of months to resolve a complaint), findings of investigations, disciplinary measures taken and any involvement of law enforcement.

This report is intended to fulfill the Directive requirement and consists of the following information:

- Number of Complaints and Reports
- Role of the Complainant and Reporter
- Role of the Respondent
- Location of Incidents
- Timing of Complaints and Reports
- Reported Grounds and Sub-Categories
- H&D Intake Assessment Decisions
- H&D Referral Unit
- H&D Measures Imposed
- H&D Timelines
- INSIGHT Specific Data

SUMMARY OF FINDINGS

- Overall, there was a decrease in submissions under the H&D Policy and the IN-SIGHT Tool in 2024-2025
- Staff were the largest group to report under the H&D Policy and students were the largest group to use the IN-SIGHT Tool
- Most incidents reported or complained about under the policy and IN-SIGHT occurred on campus
- The Assessment Team formally referred 17% of cases for investigation.

DATA

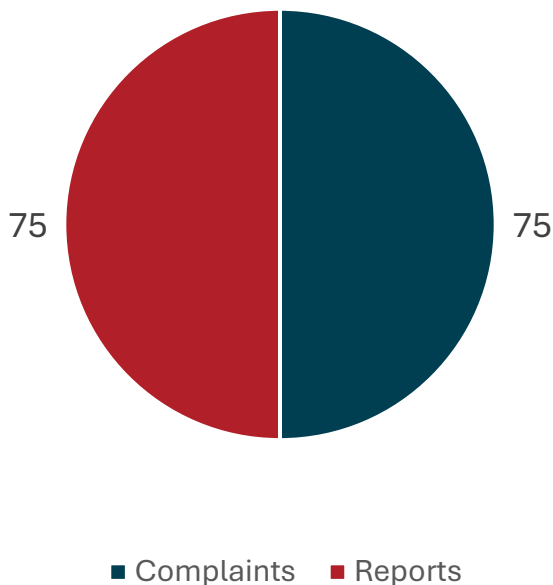
The following charts summarize information related to all complaints and reports submitted under the Harassment and Discrimination Prevention and Response Policy from September 1, 2024, to August 31, 2025. The data align with the reporting date, not necessarily when the incident occurred.

It is important for readers to note that the types of cases received by the Intake Team are rarely straightforward. They may involve more than one respondent or occur across more than one unit/department.



34 submissions in 2024-2025

Number of Complaints and Reports under the H&D Policy



Sometimes respondent information is known and sometimes it is not. All efforts have been made to explain this in the various charts included in this report.

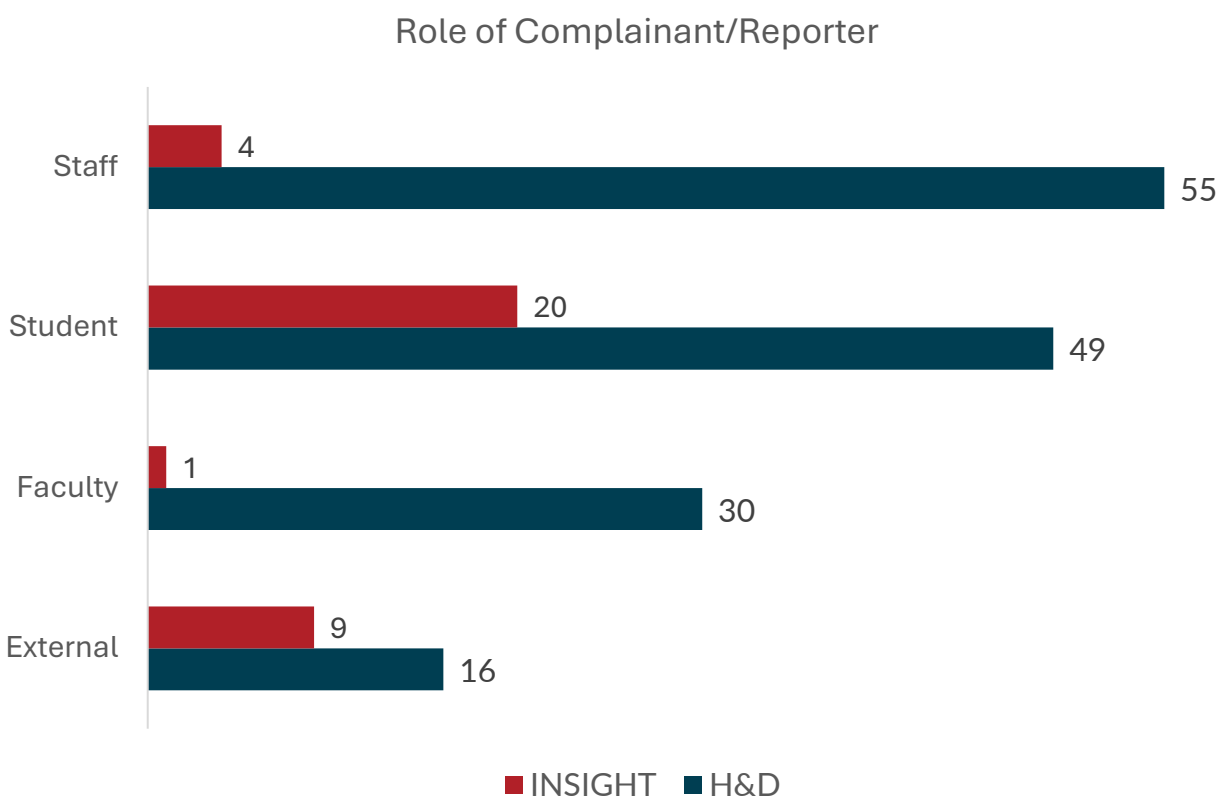
H&D complaints and reports are submitted to the Office of the VPCEI via an online intake form.

The Harassment and Discrimination Intake Assessment Team reviewed 150 complaints/reports received from September 1, 2024 to August 31, 2025 under the H&D Policy. This number represents 52 fewer cases than received in 2023-24, noting that there were 31 complaints about the same incident in that year.

The anonymous IN-SIGHT tool received 34 submissions during the 2024-2025 reporting period, a decrease of four from 2023-2024.

ROLE OF THE COMPLAINANT/REPORTER

The following chart outlines the status held by complainants/reporters under the H&D Policy compared to those who made submissions through the anonymous IN-SIGHT tool.

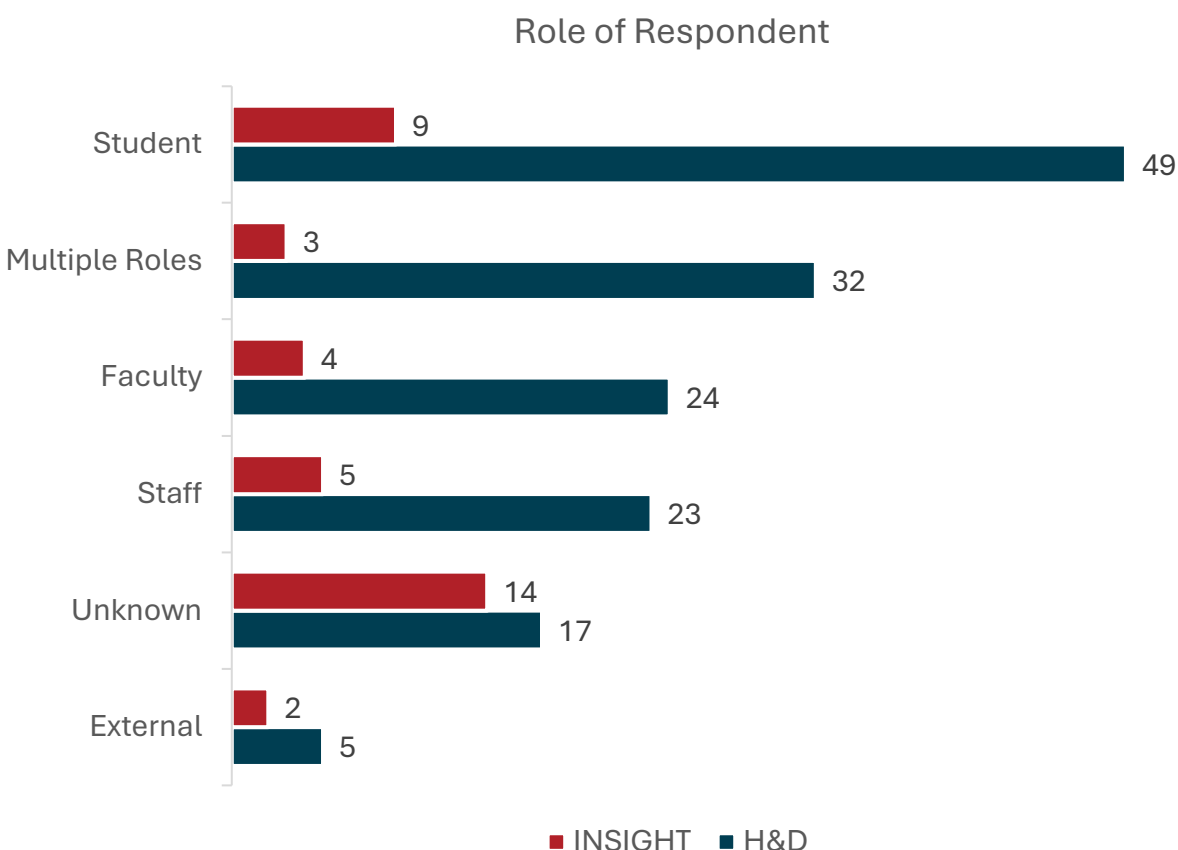


In 2024-2025, students were the most frequent users of both (INSIGHT and H&D) complaint and reporting avenues. However, staff were the largest group to use the complaint and report procedures under the H&D Policy, submitting 55 reports or complaints, accounting for 37% of the total. Students followed closely with 49 complaints/reports under the H&D Policy, representing 33% of the total received during the reporting period.

Students remained the predominant users of the anonymous IN-SIGHT tool, with 20 submissions making up 59% of all anonymous reports.

ROLE OF THE RESPONDENT

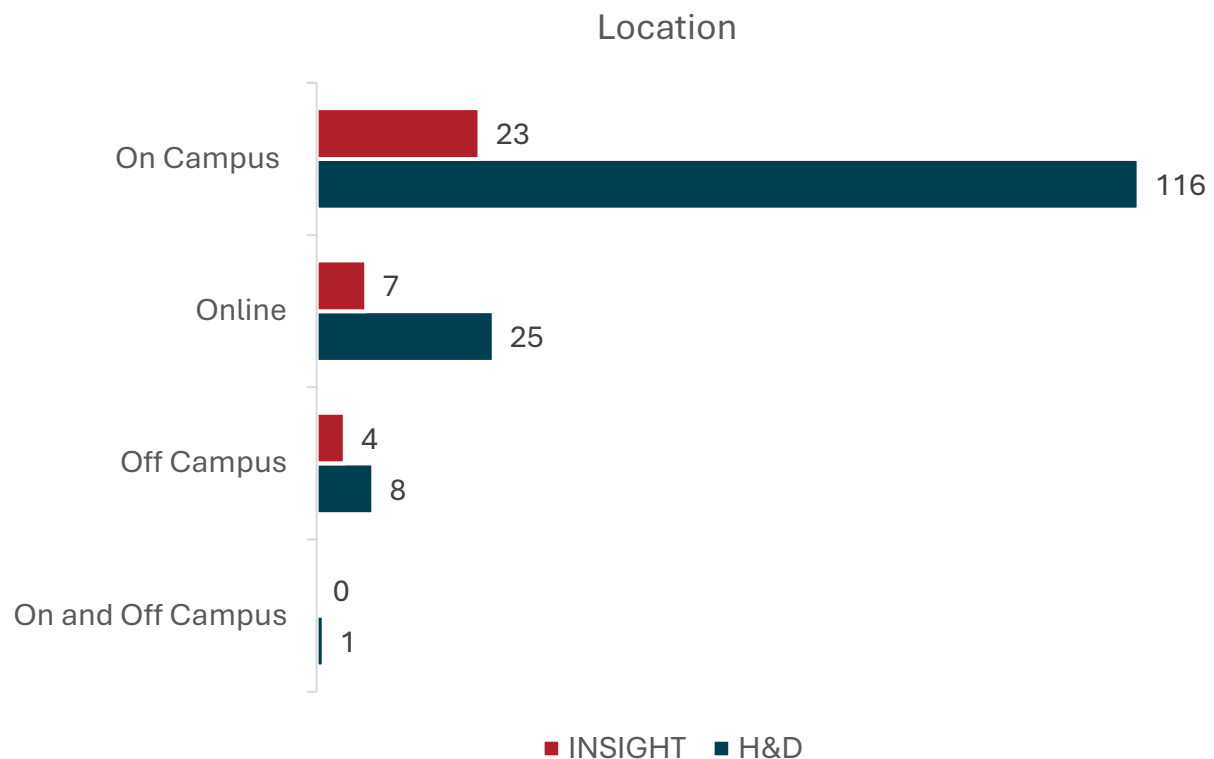
The following chart details the university role held by each respondent – individual(s) named in an intake form as having harassed or discriminated against another individual(s). In some cases, the role of the respondent is unknown to the complainant/reporter. The chart also outlines the description of the alleged respondent as noted by individuals who made IN-SIGHT submissions. Note that Respondents can have multiple roles.



The majority of complaints and reports received through the H&D Policy were against students. Complaints against students tend to be relatively straightforward to assess and are managed well under the existing provisions of the Student Code of Conduct. Complaints and reports against employees often involve workplace conditions and tend to be more complex. These typically require further investigation.

LOCATION OF INCIDENTS

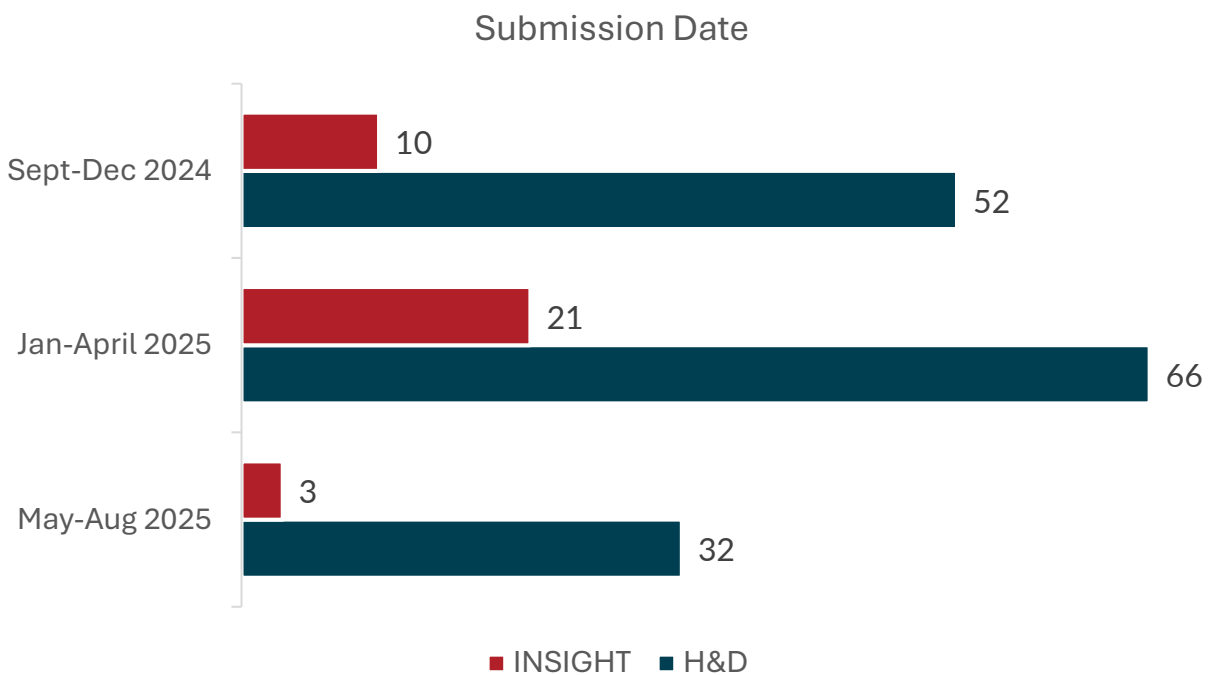
Harassment and discrimination complainants/reporters, as well as individuals who make an IN-SIGHT submission, are asked to share where the incident being described took place. One incidents made under the H&D Policy reportedly had both on and off campus elements.



Most incidents reported or complained about under the Policy occurred on campus (77%), followed by online (17%). 68% of incidents disclosed through IN-SIGHT occurred on campus while 21% occurred online.

TIMING OF COMPLAINTS & REPORTS

Complaints and Reports through the H&D intake process as well as IN-SIGHT tool capture the date and the month of the submission. While some incidents are isolated events with a specific date of occurrence, others may happen repeatedly or continue over weeks or months. For this reason, this report relies on submission date and the following chart groups submissions by academic term.



The number of H&D complaints and reports fluctuated across the three terms. The highest volume of H&D reports occurred between January and April 2025 with 66 submissions. September to December 2024 saw the second highest number of complaints and reports with 52 submissions.

The highest volume of anonymous reports through the IN-SIGHT tool was recorded between January and April 2025 with 21 submissions.

The lowest number of submissions under both the H&D Policy and IN-SIGHT occurred during the May to August period. This pattern is understandable given that the largest portion of anonymous reports come from students, who are generally less present on campus during the spring/summer term.

REPORTED GROUNDS

This chart outlines the associated human rights code grounds (for example, race, religion, sexual orientation) and the sub-category (for example, Black, Indigenous, Jewish), as indicated on the intake form by the complainant or reporter.

Reported Grounds and Sub-categories of Harassment/Discrimination/Bias/Hate	H&D Policy	INSIGHT
Race/Ethnicity/Religion	34	23
Accent	2	0
Black	9	0
Hindu, South Asian	2	0
Indigenous	3	0
Israeli, Jewish	12	10
Muslim, Palestinian, Arab	6	11
Unknown	1	2
Sex	8	2
Disability	3	3
Sexual orientation	2	1
Gender identity	2	1
Age	0	1

***More than one ground may be associated with a single submission

Incidents related to race, ethnicity and/or religion are the most frequently reported, with 34 cases under the Policy, 10 of which were referred to investigation. There were also 23 incidents related to race, ethnicity and/or religion within the In-SIGHT.

There were 101 submissions where no human rights grounds were alleged, 11 of these met the bar for workplace harassment and were referred to investigations.

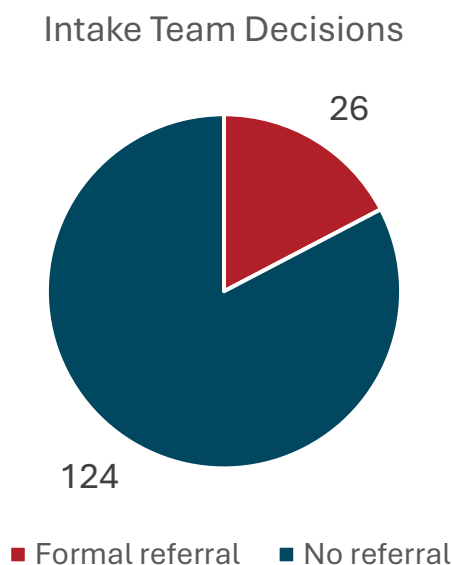
H&D INTAKE ASSESSMENT DECISIONS

[The H&D Intake Assessment Team](#) is the group at Queen's responsible for determining whether a complaint or report of harassment, discrimination, and/or reprisal will be investigated. The core group consists of the Vice-Principal (Culture, Equity and Inclusion) as the Chair and the following members: the Associate Vice-Principal (Human Rights, Equity and Inclusion), the Director (Environmental Health and Safety), and the Associate Vice-Principal (Human Resources). The Associate Vice-Principal (Complaints and Investigation) also attends the Intake Team meetings as a resource on the Policy and compliance with respect to investigations.

The following chart outlines decisions made by the H&D Intake Assessment Team in 2024-2025 with respect to referral to investigate.

The Intake Team makes decisions about whether or not to refer to investigation using the following parameters, as outlined in the Policy:

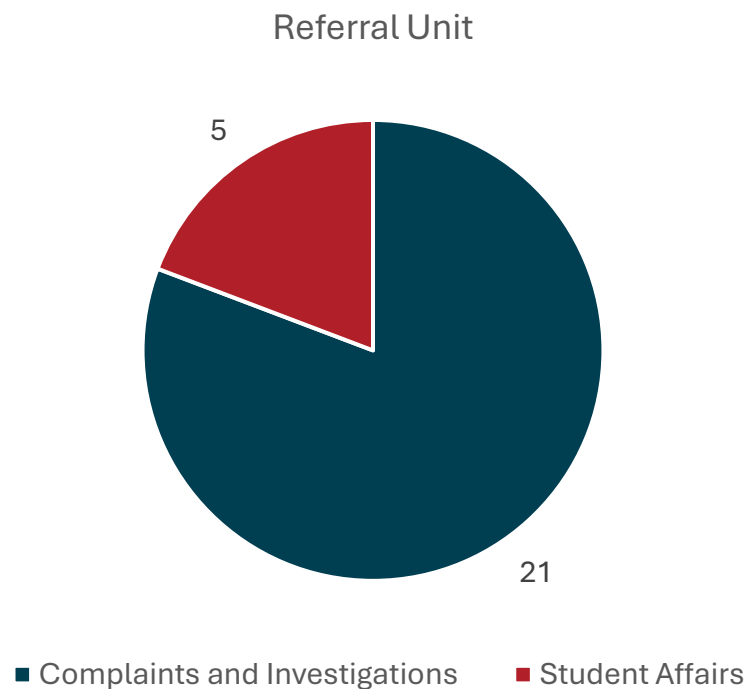
- Formal referral – The allegations in the complaint/report, if proven, would constitute an instance of harassment, discrimination, or reprisal per the university's policy. The incident is referred to a unit that conducts a formal investigation per applicable policies and reports back to the Intake team once an outcome is known.
- No referral/informal resolution – The complaint/report does not contain information sufficient to substantiate allegations of harassment, discrimination, or reprisal per the university's policy. The complaint/report might also be out of scope of the Policy.



The Assessment Team formally referred 17% of complaints/reports received under the Policy to investigation.

H&D REFERRAL UNIT

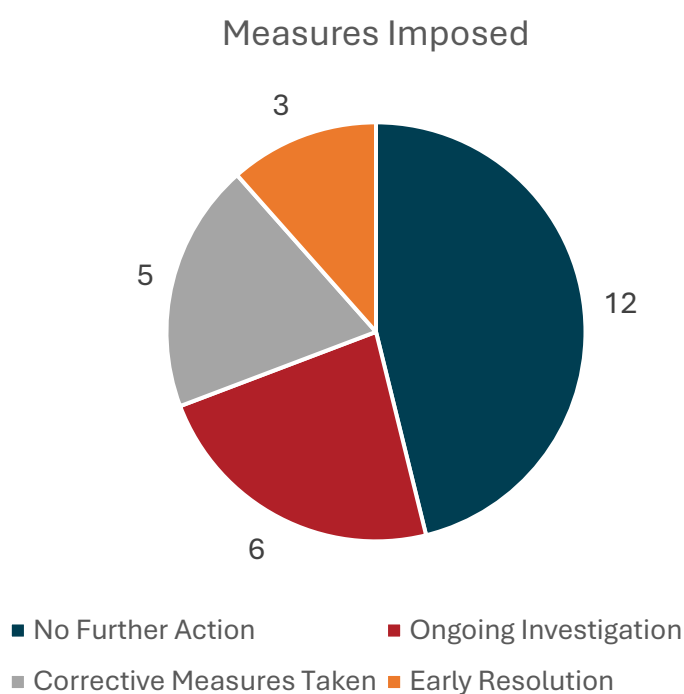
In 2024-2025, cases appropriate for formal investigation continued to be referred to one of the following university units for a formal investigation: the Office of Complaints and Investigations or the Student Misconduct Office in the Division of Student Affairs.



During the reporting period, a total of 26 submissions were forwarded for formal investigation. Of these, 5 cases were referred to the Student Misconduct Office within Student Affairs, as the respondents in these matters were students. The remaining 21 cases were directed to the Office of Complaints and Investigations, where the respondents were employees.

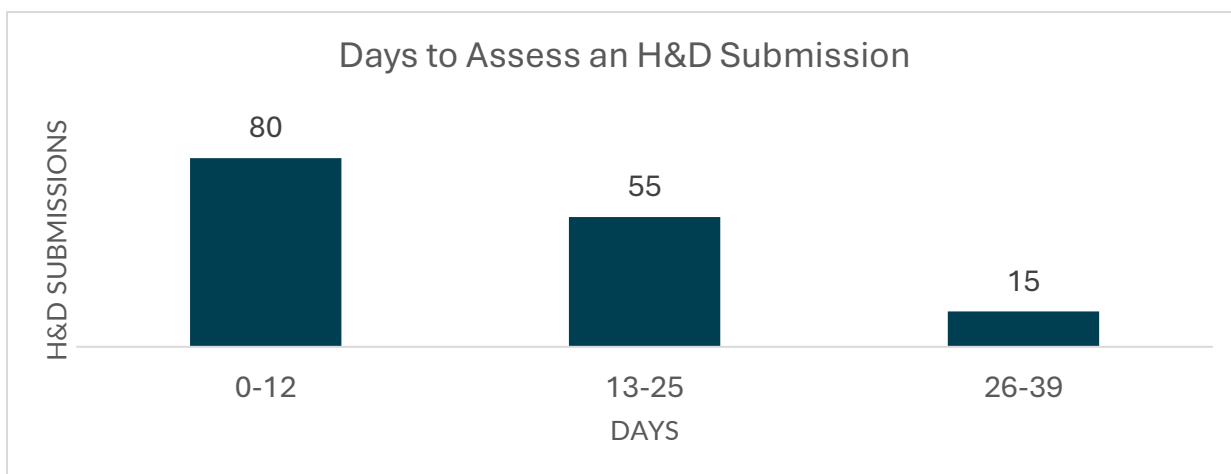
H&D MEASURES IMPOSED

Investigations into referred cases can result in a range of outcomes depending on the findings and the specifics of each case. Possible outcomes include formal disciplinary actions against the respondent, such as warnings, sanctions, or other corrective measures. In some cases, matters may be resolved through non-disciplinary processes like mediation, education, or coaching to address the behavior and prevent recurrence. More than one measure may be imposed in a single case, so the total number of measures does not necessarily align with the total number of cases that went to investigation. Investigations may also conclude with no further action if there is insufficient evidence to support the complaint or if it is determined that policies were not violated. It is important to note that none of the cases that went to investigation involved the Police. This framework ensures that each case is handled fairly and appropriately in line with institutional policies.

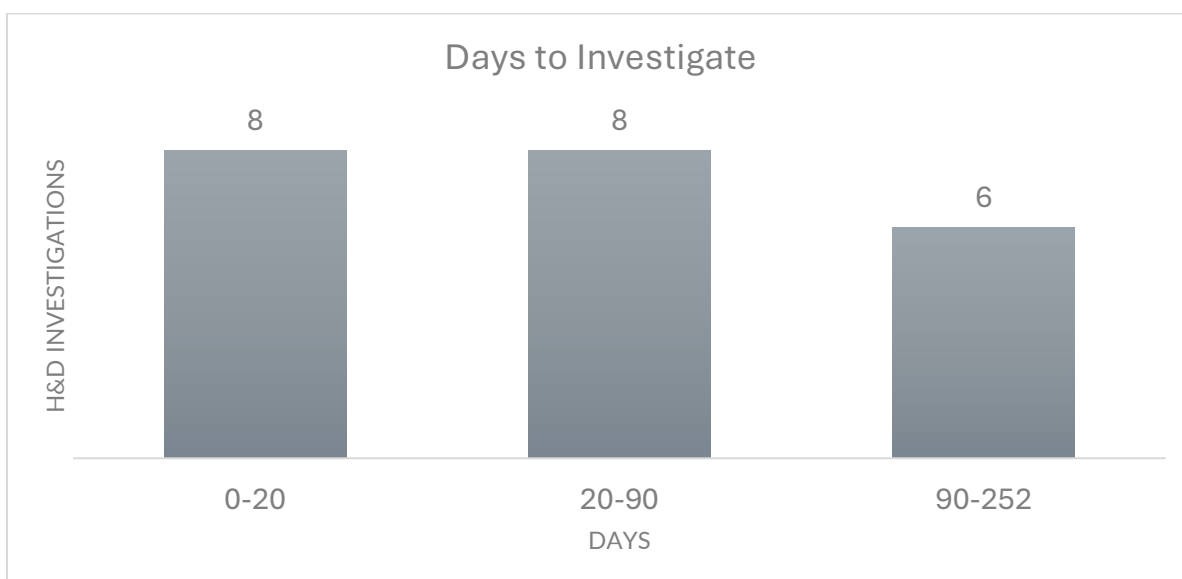


H&D ASSESSMENT TIMELINES

The H&D Assessment Team convenes weekly to review formal harassment and discrimination Complaints and Reports, some of which are complex and may require multiple meetings, to determine whether the threshold for an investigation has been reached. From September 2024 to August 2025, the average time for a submission to be reviewed and a decision made was 13 days, with the longest decision taking 39 days from the date of submission.



The average time it took for an investigation was 73 days, with the longest investigation taking 252 days from the date of referral. Included in this data are only investigations that are closed (22)



IN-SIGHT SPECIFIC DATA

The IN-SIGHT anonymous reporting form captures additional, specific self-reported data as outlined below.

Reported Behaviours	Total
sign or symbol	14
intimidation threads	11
persistent unwanted comments	11
graffiti vandalism	8
verbal abuse	8
systemic	6
microaggression	7
offensive joke	4
failure to provide accommodation	2
physical abuse	2
other	14

CONCLUSIONS AND NEXT STEPS


The 2024-2025 Harassment and Discrimination Annual Report reflects the university's ongoing commitment to creating a safe, inclusive and respectful community. While there was a decrease in the total number of submissions compared to the previous year, the data from this period reveal important insights into how processes are being utilized, for example increased participation of staff in the formal complaint process.

Data regarding timing of submissions presented clear patterns, with the highest volume of reports occurring between September and April, aligning closely with the academic calendar and periods of greatest campus activity. This trend highlights the importance of ensuring adequacy of advisory, assessment, and support systems at various periods throughout the year.

In terms of human rights grounds, issues related to race, ethnicity and religion were the most frequently reported. Reports of harassment and discrimination based on sex, sexual orientation and gender identity were also present, emphasizing the need for broad and inclusive prevention and response efforts in these areas.

Reported incidents occurred primarily on campus and involved concerns related largely to race and ancestry, demonstrating the need for continued focus on anti-racism and education initiatives. The Intake Assessment Team's careful review process ensures that cases meeting the threshold for investigation are handled thoroughly and fairly, with case assessments and investigations generally proceeding in a timely manner.

While the percentage of cases proceeding to investigation may appear low, this is the result of an intentionally low-barrier reporting/complaints system which can result in submissions containing insufficient information or that are out of scope. Pursuant to revisions made to the Policy in 2024, community members are highly encouraged to seek the confidential advice of Human Rights Advisory Services in order to better understand the scope of the Policy and receive guidance on the details and documentation needed to make a formal complaint. The Intake Assessment Team responds to submissions that will not be referred to investigation with invitations to provide additional information and/or information about community resources and alternative pathways for complaint resolution.



Looking ahead, the university is committed to increasing awareness of reporting options, providing ongoing training, such as new sessions on the updated policy, and refining case management practices. The university will also enhance communication of policy updates to effectively address emerging issues. Key initiatives include launching an anti-hate campaign, partnering with the City of Kingston's anti-racism campaign, supporting the Shift Project, and providing informational fact sheets on various forms of racism. Through these efforts, the university aims to strengthen its capacity to respond to and prevent harassment and discrimination, promoting a culture of respect and equity for all community members.