

When An Administrator Receives a Complaint of Harassment

NOTE: For the purposes of this document, “grievant” refers to a person making a complaint regarding harassment related to race, color, religion, creed, sex, national origin, age, disability, veteran status and/or sexual orientation. “Respondent” refers to an individual, as identified by a grievant, as having exhibited harassing behavior [but use of this term does not indicate an assumption of guilt or innocence; it is used merely for generic identification of persons accused of harassing behavior].

- **Document the allegations** the grievant presents to you as well as the outcome of your conversation(s) with the grievant.
- **Maintain impartiality**; avoid expressing opinions about the character or ability of the respondent or other persons involved. Refrain from making statements about whether you believe or disbelieve the grievant or whether you believe or disbelieve that harassment has occurred.
- **Maintain confidentiality but take care to avoid promising the grievant complete confidentiality** because others may need to be involved in the resolution of the complaint. For example, you may let the grievant know that you will call the Office for Equal Opportunity to consult with them about the concerns that the grievant has presented to you.
- **Help the grievant understand the options** available to her or him for addressing or resolving their complaint. These included (but are not limited to):
 - Contacting the Office for Equal Opportunity at 513-1234 (Director of Harassment Prevention & Equity Programs) or 515-3148 (main number) – addresses complaints made by faculty, staff and students.
 - Employee Relations/Human Resources at 515-4300 (Assistant Director of Employee Relations) – addresses complaints made by SPA and EPA employees.
 - Office of Student Conduct at 515-2963 (Director of the Office for Student Conduct) – address complaints made by students.
- **Encourage the grievant to maintain his or her documentation** of the incident(s) involving harassment, and let the grievant know that a formal complaint will need to be made in writing if he or she wishes to pursue resolution in a formal manner.
- **Consult with the Office for Equal Opportunity** about the appropriate means for addressing the complaint.
- The Office for Equal Opportunity has created a resource handbook for administrators entitled the *Administrator’s Guide for Resolving Unlawful Harassment Claims*. If you wish to receive a copy of this, contact the Director of Harassment Prevention & Equity Programs at 513-1234 or you can view this at:
http://www.ncsu.edu/equal_op/harassment/OEO_admin_guide.pdf.