



Centre for Human  
Rights, Equity and  
Inclusion

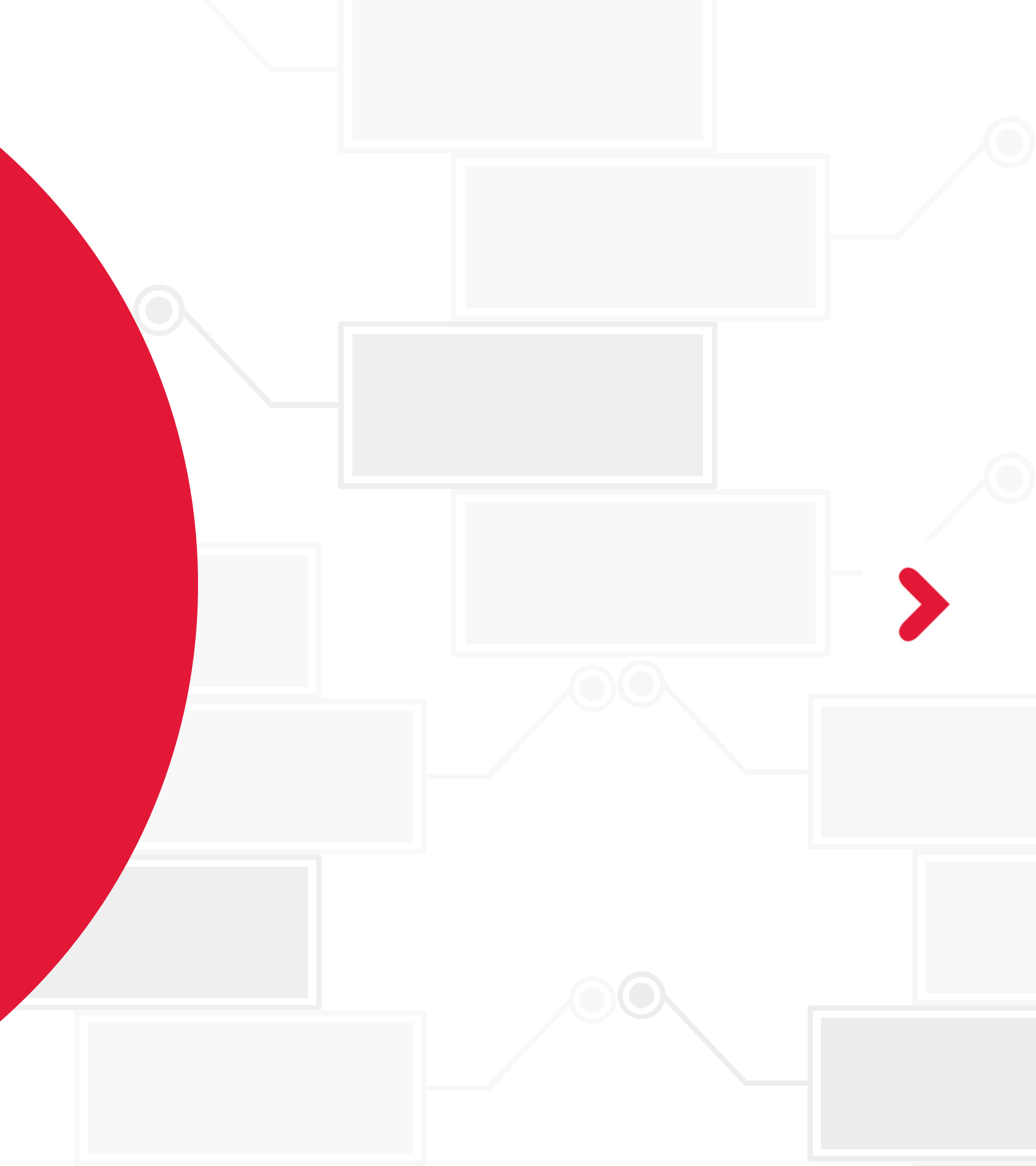
Centre des droits de la  
personne, de l'équité  
et de l'inclusion

# YU Complaint Process *a snapshot*

**If you believe you are experiencing harassment online or in virtual spaces, you have options for taking action to ensure the harassing behaviour ends and that York Community members are held accountable for their conduct or comments.**

This snapshot of the YU Complaints Process provides a broad overview of the policy's scope and coverage, the applicable regulations, as well as the offices at YU where you can get support.

- Links to applicable forms are included.



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- The separate procedure for sexual harassment

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- YU Policies and Relevant Legislation

## What are the steps to take when filing a complaint?

- Considering the role of the alleged offender and the act committed
- YU Offices that offer support



## Who are covered by the YU Complaint Process?

All YorkU students, faculty and staff members can either:

- File a complaint, and/or
- Be the subject of a complaint by another YU student, faculty or staff



## What acts are covered ?

There are 2 types of harassment that can be the subject of a complaint.

- **Personal harassment** (harassing conduct or comments generally) or
- **Code-based harassment** (specific to harassing comments and conduct pertaining to any grounds of discrimination under the Ontario Human Rights Code).

## Sexual Harassment

Sexual harassment is a type of Code-based harassment that all Ontario universities are mandated to address through a specific policy and a dedicated office. At York University this is the Policy on Sexual Violence and the Centre for Sexual Violence Support, Resources and Education (“the Centre”).

The Centre for Sexual Violence, Response, Support & Education provides counseling to any member of the YU community who has experienced sexual violence regardless of when the incident took place.



[The Centre website](#)



[416-736-5211](tel:416-736-5211)



[Sexual Violence Reporting Form](#)





## YU Human Rights & Related Policies

### **Policies that define harassment**

Any of the following policies can apply:

- YU Human Rights Policy
- YU Policy on Sexual Violence
- Workplace Harassment & Violence Prevention Policy
- Code of Student Rights & Responsibilities
- Occupational Health & Safety Act (ON)
- Collective Agreements (where applicable)

Click on the link above to view the complete list of policies.

## Are all acts of harassment covered?

**For as long as the acts committed happened during the course of the alleged harasser's duties, the acts will fall under the YU complaints process.**

Faculty and staff members can still be considered acting in the course of duties even when they are not physically present on campus. This can include:

While **engaged in** remote teaching, whether by video, phone, or online (e.g. messaging app, internet chat, or some other mode of communication)

When **corresponding with** York Community members including: email or another method, electronic or otherwise; When attending Zoom or Skype video meetings or calls with students, colleagues, or staff when using Moodle or other similar online learning platforms;

At **conferences or other off-campus events or meetings**; While at **working** lunches or dinners.

**These examples show some real connection to the faculty or staff member's work for York University at the time and in the context when the alleged harassment occurred.**



**These acts can take place online much the same as they might take place in person, whether on campus or off campus.**





## What are the steps to take when filing a complaint?

Your next steps will depend on 2 considerations:

- The role of the YU person who engaged in the alleged harassing conduct (Are they a student, faculty or staff?)
- The act committed (Was it personal harassment or code-based harassment?)

## If the alleged behavior is by a student

The Office of Student Community Relations (OSCR) oversees the Code of Student Rights and Responsibilities which governs student conduct.

OSCR can assist the staff or faculty member in engaging the dispute resolution and/or complaint process under the Code. All complaints about student conduct or comments, whether Code-based or not (except sexual harassment), begin with OSCR.

Contact the Office of Student  
Community Relations (OSCR)



<https://students.yorku.ca/oscr/filing-a-complaint>



416-736-5231



[Complaint Form](#)


**Unsure which policy applies or which office to approach? Talk with a case advisor.**

 [CHREI Website](#)

 [rights@yorku.ca](mailto:rights@yorku.ca)

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 [The Centre website](#)

 416-736-5211

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## **If the alleged behavior is by a Faculty or Staff**

the following options are available:

- Approach Human Resources to initiate an investigation
- Consult and confer with a Case Advisor at the Centre for Human Rights, Equity & Inclusion (CHREI)
- Approach your union representative to file a grievance
- **Note that all sexual harassment complaints** must first be brought to the Centre for Sexual Violence, Response, Support & Education (The Centre).

## Additional Resources

- [Community Safety](#)
- [Student Counselling, Health & Well-being](#)
- [Health, Safety & Employee Well-being](#)

