TUFTS UNIVERSITY | OFFICE OF EQUAL OPPORTUNITY

Title VII Process: Informal

EMPLOYEES, PATIENTS, COMMUNITY MEMBERS & THIRD PARTIES

Title VII addresses harassment and discrimination between employees, patients, community members and third parties on the basis of sex/gender, sexual orientation, gender identity and expression (including a transgender identity) race, color, ethnicity, national origin, religion, language, ancestry, shared ancestry, disability, or the intersectionality of these categories, and/or retaliation for reporting discrimination on the basis of these protected categories.

Non-Discrimination Policy (PDF)

1

Complaint received

When OEO receives a complaint, the office will contact the person(s) who felt harmed to ask how they want to resolve the matter--formally or informally (if possible). This flowchart depicts the informal process. For the formal process, please see the relevant flowchart and Discrimination and Complaint Processing Guidelines.

2

Informal request

The complainant/reporter in an informal matter may say, "I want this conduct to stop," OR "I want them to know this hurt me." [NOT: "I want a formal investigation."] Note: Both parties as well as Tufts must agree to resolve the matter informally. The respondent must have some affiliation with Tufts for OEO to have jurisdiction.

3

Choosing informal options

OEO talks to the complainant/reporter and/or the reporting complainant about which informal process options they want. Please see Explanation of Informal Process Options.

4

Conversation with the respondent

OEO contacts the respondent, if known, for an OEO conversation. This can include as much or as little information or identification of the complainant, reporter or reporting complainant as they are comfortable with the OEO sharing with the respondent.

5

Report back, remedies & closeout

OEO reports back to the complainant about the OEO conversation with the respondent if the complainant requests this. Informal remedies can include coaching, counseling conversations, targeted training, stay away requests, no contact orders, facilitated discussions, mediation, or other potential remedies unique to the case. OEO will document the informal process options in a closeout letter to both parties once the case has resolved informally.

6

Important to note:

- The OEO reserves the right to move an informal complaint to a formal complaint and will discuss this with all parties.
- Because informal findings are not subject to personnel or student records, OEO informal decisions cannot be appealed.

It is important to note this process is sometimes not linear or fixed. The OEO reviews each case uniquely. Thus, certain steps may be modified or skipped to ensure this process best addresses the specifics of a case.

For more information, please visit oeo.tufts.edu or call OEO at **617-627-3298**.

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