How to proceed with a concern or complaint as a student at the University of Toronto under the

**Governing Council Statement on Prohibited Discrimination and Discriminatory Harassment**

If you believe an act of discrimination has taken place, this flow chart will assist you in reporting your concerns and finding a resolution. **Equity offices** on campus can assist you to prepare your concerns/complaints and support you through the process.

1. **STEP 1**
   - Raise your concern or complaint with the individual(s) who you believe engaged in discrimination/harassment (if possible).

2. **STEP 2**
   - If a resolution is not achieved, discuss your concern with administrative officers responsible for the department or division. (e.g. Chair/Dean of Faculty/Department, Dean of Students)

3. **STEP 3**
   - Informal resolution achieved
   - If the issue remains unresolved, you have the option to file a formal complaint. Set your complaint in writing and deliver it to an equity office.

4. **STEP 4**
   - An equity officer will speak with you about available options and resources that may best be suited to your concerns.

5. **STEP 5**
   - An equity officer, in consultation with senior administration, will decide whether or not to conduct an investigation and the scope of the investigation will be set out. The decision will be advised by the **Governing Council Statement on Prohibited Discrimination and Discriminatory Harassment**.

   - The investigation will commence. The complainant will be advised if the concern/complaint is found to be substantiated or not. If it is found to be unsubstantiated it will be dismissed. If a concern/complaint is found to be substantiated, steps will be taken to address the conduct that has occurred and to prevent reoccurrence.

6. **STEP 6**
   - Complaint addressed or dismissed.

   - If you are not satisfied with the outcome of a complaint that has been investigated through the process in this flow-chart, you may request a review by writing to the **Office of the Vice-Provost Students** within 20 days of being notified of the result.