Anti-Racism, Anti-Hate, and Anti-Discrimination Complaint

PROCEDURE

Procedure #:	PPL-PRO-139	
Related Policy Name:	*Anti-Racism, Anti-Hate and Anti-Discrimination Policy*	
Type:	Administrative	
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1. Purpose

Georgian College is committed to creating and maintaining a safe, respectful, and inclusive environment for everyone. Georgian College does not tolerate racism, hate, discrimination, or harassment in any form. If you have experienced or witnessed racism or hate, it is considered as a serious matter.

This procedure outlines the steps students and employees can take to report any incident of racism or hate that takes place on any college property or at any off-property college sanctioned event. For detailed information on the complaint review, investigative process, and possible outcomes, please refer to the Student Code of Conduct or the Employee Code of Conduct, as applicable.

2. Definitions

The table below lists the key terms and their meanings as they pertain to this procedure document. Terms are listed in order of their first appearance.

Word/Term	Definition
Complaint	A complaint as set out in this document is a formal report made under the terms of the *Anti-Racism, Anti-Hate and Anti-Discrimination Policy*, that alerts the college to incidents of racisms and/or hate and initiates appropriate review, investigation, intervention and resolution.
Discrimination	The Ontario Human Rights Code does not provide a definition for *discrimination*. However, the intent and meaning of the Code along with the interpretation of the term contained in judicial decisions suggest that discrimination is differential treatment based on a

Word/Term	Definition
	protected ground, which has an adverse impact on an individual or group. The Ontario Human Rights Commission indicates that discrimination usually includes the following elements: • Not individually assessing the unique merits, capacities and circumstances of a person • Making stereotypical assumptions based ona person's presumed traits • Impact of excluding people, denying benefits or imposing burdens Discrimination may be intentional or unintentional. It may involve direct words or actions that are discriminatory, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people.
Harassment	The Ontario Human Rights Code defines harassment as "engaging in a course of vexation comment or conduct that is known or ought reasonably to be known to be unwelcome." Harassment can involve words or actions directed at any person and is based on any of the protected grounds. • **A course**: Typically, harassment involves more than one incident. However, Canadian courts have determined that a single unwelcome incident, if severe enough, may constitute harassment. • **Vexation**: Refers to behaviour that is unwelcome and serves little or no legitimate purpose in its context. • **Comment or conduct**: encompasses both words and actions, which may or may not be directed at the individual experiencing harassment or at any specific person. • **Known or ought reasonably to be known**: This phrase includes both subjective and objective perspectives. If an individual is unaware that their behaviour is unwelcome (subjective), but a reasonable person in similar circumstances would have recognized it as unwelcome (objective), the individual ought reasonably to have known" their behaviour was inappropriate.
Hate	Hate or hatred, as defined by the Supreme Court of Canada, is a very strong negative emotion directed at members of a specific, identifiable group. It implies that these individuals should be disrespected and mistreated because of their group identity, involving clear elements of detestation and vilification.
Off Property College Sanctioned Event	And event hosted by a third party at which attendees are representing Georgian College whether as a student, faculty member, or employee.

Word/Term	Definition
On Property	All physical land (yardage, building, asset) that is owned, leased, or under the control of Georgian College.
Racism	Racism is the belief that one racial group is better than other racial groups. When this belief is engrained in institutions and laws, it can become a subtle but powerful system of control and dominance over some racial groups. This system creates these impacts even when well-meaning individuals sustain or operate it. These impacts are long-lasting, often resulting in harms and deficits that last for generations. Racism differs from individual prejudice or discrimination because it involves using institutional power to enforce unfair treatment of certain racial groups.

3. Procedure

Where a complaint involves an immediate or elevated safety risk, call security at 705-722-5100 or 9-1-1 if appropriate. In such circumstances, applicable Campus Safety procedures including the Protest, Demonstration and Civil Disobedience Procedure may be engaged as a first step.

3.1 Who can report?

All members of the Georgian College community may file a complaint, including students, faculty, staff, management, contractors, volunteers, visitors, guests, guest speakers, and members or representatives of student associations and groups if they have:

- Experienced racism or hate directly
- Witnessed racism or hate happening to someone else
- Learn about an incident from someone affected

3.2 What can be reported?

Complaints may relate to the conduct of individuals, student associations, recognized clubs or other student groups operating on campus or through College activities. Any of the following can be reported:

- Racist or hateful language or behaviour
- Discrimination based on race, ethnicity, religion, or culture
- Hate symbols or graffiti
- Harassment or bullying with racial or cultural elements
- Online racism or hate (emails, social media, e-Learning, etc.)

3.3 How do you make a complaint?

Georgian College follows a ‘no wrong door’ approach to complaints involving racism or hate. Regardless of where a complaint is initially received, the College will ensure that it is referred to the appropriate institutional process and responsible area for assessment and response.

Where possible, a complaint should include the nature of the concern; the date, time and location of the incident; the individuals or groups involved; any witnesses; relevant documents or other information; and the complainant’s preferred contact information. A complaint will not be rejected solely because all information is not available at the time it is submitted.

Information received through anonymous complaints will be reviewed to the extent reasonably possible and may also be used to identify patterns, systemic concerns, emerging risks and opportunities to strengthen campus culture.

No person will be subject to reprisal for making a complaint in good faith, participating in a complaint process, or seeking support under this Procedure. Allegations of reprisal may themselves be addressed under applicable College policies and procedures.

There are four key ways in which a complaint can be made:

1. Book an appointment with the Conflict Resolution and Investigations team by email: ConflictResolution@GeorgianCollege.ca

2. Call Campus Security: 705-722-5100 or via the Safe@Georgian app

3. In-person: Visit the Conflict Resolution and Investigations team, B108, Barrie Campus or the Campus Security Office, E006, Barrie Campus

4. By filling out the Anonymous Complaint Form

The College is informed by the Ontario Human Rights Commission (OHRC) guidance on implementing transparent, accessible and formal structures to promote compliance with human rights law and principles. The College commits to implementing a complaint process in accordance with OHRC's guidance.

3.4 How do you access support?

Experiencing or witnessing an act of racism, discrimination or hate can cause harm. There are multiple resources available at the college that can support you. Information, resources and services can be found on the college website:

- Campus Safety Services: https://www.georgiancollege.ca/about-georgian/campus-safety-services/

For Students:

- Counselling Services: https://www.georgiancollege.ca/student-life/student-services/counselling/

For Employees:

- People and Culture: https://georgiancollege.sharepoint.com/sites/Employee/HumanResourceServices
- Employment and Family Assistance Program (EAP): www.homeweb.ca
    - Use one-time use code GC9795 to create your own private account

3.5 What happens after you report?

The following steps will be taken when an incident of racism or hate is reported:

1. *Intake/Acknowledgement*
   If you provide your contact information, you will receive confirmation of your report within three (3) business days. Anonymous complaints may not receive a reply, but they will be reviewed.

2. *Institutional Assessment and Interim Measures*
   No later than 30 days after the complaint is received, the Conflict Resolution and Investigations team will review and advise you of the appropriate complaint process, corresponding next steps, anticipated timing and any interim measure that may be appropriate. You will also be provided with the applicable supports and resources available to you as a student or employee.

   The complaint and investigative process for students is outlined in the Student Code of Conduct.

   The complaint and investigative process for employees is outlined in the Employee Code of Conduct.
3. *Interim Measures*

   Interim measures may include changes to access, activities, class or work arrangements; restrictions on contact; increased security; temporary restrictions on participation in College activities or access to College property; or other reasonable measures appropriate to the circumstances.

4. *Institutional Assessment*

The appropriate College department will review the complaint to assess whether the complaint would, if proven true, constitute a violation of College policies and determine next steps.

The College will always seek to resolve matters informally where safe and appropriate. The College may gather additional information, speak with relevant individuals and, where appropriate, initiate a formal investigation.

5. *Decision/Outcome*
   If you have provided your contact information, you will be updated on the outcome of your complaint. The college aims to resolve complaints as soon as possible and within a reasonable time frame. There will be regular check-in points at a minimum of every 30 days with the complainant on the status of their, until the complaint is resolved. No complaint shall take more than 12 months to resolve.

   A decision will determine whether a College policy or rule has been breached. Where a breach is substantiated, the College may impose remedial, corrective and/or disciplinary measures appropriate to the circumstances and in accordance with the applicable policy or Code. Measures may include education or training, restrictions on access or activities,

reprimand, suspension, dismissal, expulsion or other appropriate action. Where no breach is established, no remedial or disciplinary action is required.

3.6 Will the report be confidential?

Complaints will be treated as private and confidential to the extent reasonably possible and in accordance with applicable law and College requirements. The College is committed to advancing a culture of tolerance, inclusion, respect, and dialogue that supports complaints with repercussions. Whether one discloses their identity upon making a complaint, or chooses to report anonymously, all reports are treated with compassion, care, and confidentiality. If you give your name, your privacy will be respected, and your identity will only be shared with people who need to know to adequately address the complaint. Confidentiality cannot be assured when there are reasonable grounds to believe that anyone in the college or wider community is at risk of harm. In such circumstances, the least amount of information possible will be shared with those necessary to prevent further harm to anyone at risk.

The College will document and track complaints in a manner that supports institutional oversight and required annual reporting while protecting personal information and confidentiality. Information may include the nature and category of the complaint, applicable Code grounds, process stage, outcome, corrective or disciplinary measures, response and resolution timelines, and involvement of law enforcement where applicable.

3.7 Can the outcome be appealed?

Yes. If you are not satisfied with the outcome of your complaint investigation and resolution (and you have provided your name), you can:

- Follow the appropriate Appeal Process outlined in the Student or Employee Code of Conduct
- Contact the Ontario Ombudsman
- Contact the Ontario Human Rights Tribunal
- Contact a community or legal representative for advice

4. References

Anti-Racism, Anti-Hate and Anti-Discrimination Policy
Student Code of Conduct
Employee Code of Conduct