

# Process for Complaints & Concerns about Discrimination & Harassment

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# Process for Complaints & Concerns about Discrimination & Harassment

In response to *The Strengthening Accountability and Student Supports Act, 2024* (Bill 166) and the Minister of Colleges, Universities, Research Excellence and Security's Anti-Racism/Anti-Hate Directive:



- Sourced tri-campus data about complaints to draft an Interim Report



- Created a new webpage resource for the community navigating complaints pathways: Complaints & Concerns about Discrimination & Harassment



**Existing plans to engage in a comprehensive Review of the *Statement on Prohibited Discrimination and Discriminatory Harassment* align well with the directive's request for clarity regarding complaints pathways.**

# Interim Report Data Overview

## Data from July 1, 2022 to December 31, 2024

- Data collected from Faculties, Divisions, and Institutional Offices as it relates to complaints only, which U of T has defined as:
  - “Formally communicating specific allegations in order for the University to take action that could result in discipline or other action against a member of the University community, and filing the allegations through an existing policy process via the intake mechanism set up for that process.”

# Total Complaints: 621 from July 1, 2022 to December 31, 2024

Period in which complaint was received	Number of Complaints
July - September	47
October - December	52
<b>July 1 to December 31, 2022 Total</b>	<b>99</b>
January - March	46
April - June	48
<b>January 1 to June 30, 2023 Total</b>	<b>94</b>
July – September	40
October - December	75
<b>July 1 to December 31, 2023 Total</b>	<b>115</b>
January - March	85
April - June	58
<b>January 1 to June 30, 2024 Total</b>	<b>143</b>
July - September	85
October - December	85
<b>July 1 to December 31, 2024 Total</b>	<b>170</b>
<b>Total</b>	<b>621</b>



## Complaint Outcomes (July 1, 2022 to December 31, 2024)

Outcome - All Respondents	Count	Percentage
Remedial action	272	43.8%
In progress	77	12.4%
Alternative resolution	69	11.1%
Referral	99	15.9%
Process discontinued	74	11.9%
Insufficient data	30	4.8%
<b>Grand Total</b>	<b>621</b>	<b>100.0%</b>

## **Top *Ontario Human Rights Code* grounds for complaint**

- Race (44%)
- Disability (19%)
- Ethnic Origin (16%)
- Gender Identity and Expression (16%)
- Creed (15%)

# Complaints & Concerns about Discrimination & Harassment

“The University of Toronto is dedicated to fostering an academic community in which the learning and scholarship of every member may flourish, with vigilant protection for individual human rights, and a resolute commitment to the principles of equal opportunity, equity and justice.”

## – Statement of Institutional Purpose

All members of the University of Toronto community have a right to learn, live, work, and research in an environment that is free of discrimination and harassment. The University upholds its responsibility to address and respond to complaints of harassment and discrimination with utmost seriousness. This responsibility is guided by the Ontario *Human Rights Code*, which identifies 17 protected grounds: age, ancestry, citizenship, colour, creed/religion, disability, ethnic origin, family status, gender expression, gender identity, marital status, place of origin, race, receipt of public assistance, sex (including pregnancy), sexual orientation, and record of offences. The University is committed to addressing and eliminating experiences of discrimination and harassment, such as anti-Black racism, anti-Indigenous racism, antisemitism, Islamophobia, anti-Asian racism, hate against 2SLGBTQ+ identities, and other groups based on identity.

## Complaint Definition

The University of Toronto defines a complaint as formally providing a set of written allegations for the University to take action that could result in discipline or other action against a member of the university community, and filing the allegations through an existing policy process via the intake mechanism set up for that process.

# Navigating Complaints & Concerns about Discrimination & Harassment

## Available Resources for Navigating Concerns

Members of the University community can obtain guidance from the University's [Institutional Equity Office \(IEO\)](#) and the [Faculty, Division, or Campus EDI Leads](#) when seeking to address experiences of discrimination or harassment. The IEO and EDI leads can provide assistance with understanding policies and procedures related to concerns and complaints about discrimination and harassment, including referral to the appropriate intake office to file a formal complaint.

The University proactively fosters an inclusive postsecondary environment. The IEO collaborates across the University of Toronto's three campuses to build capacity, [support communities](#), and provide leadership in [Indigenous Initiatives](#), [equity, diversity, inclusion, and anti-racism efforts](#) that lead to a greater sense of belonging for all.

[uoft.me/complaints](https://uoft.me/complaints)

## I need information for a complaint about:

### Students

A student (undergraduate or graduate), a postgraduate resident or clinical fellow in the Temerty Faculty of Medicine, or learner in the School of Continuing Studies

A student group or student society

### Staff, Faculty, and Librarians

A faculty member, librarian, clinical faculty or instructor, or academic administrator

A staff member

### Other

A non-U of T employee (e.g., experiences at placement, coop, study abroad)

A visitor to campus (including guest speakers)

Vandalism, graffiti, or hate crime

Additionally, the [University of Toronto Office of the Ombudsperson](#) provides confidential support to students, librarians, and staff across all three campuses. For any complaints that cannot be resolved internally, members are encouraged to reach out to the [Ontario Ombudsman](#).



# Information for Filing Complaints

## I need information for a complaint about:

[uoft.me/complaints](https://uoft.me/complaints)

### Students

**A student (undergraduate or graduate), a postgraduate resident or clinical fellow in the Temerty Faculty of Medicine, or learner in the School of Continuing Studies** ^

All students at the University of Toronto study, learn, and research under a common set of rules regarding conduct, as outlined in the [Code of Student Conduct](#). Complaints against students about alleged discrimination or harassment are governed by the [Code of Student Conduct](#).

You may file your complaint with the following offices, as applicable to your situation:

- a student's registrar's office or the office of their division head (i.e., College Principal, Dean of a Faculty, the Vice-Presidents and Principals of UTM and UTSC, or the Vice-Dean, School of Graduate Studies). You should file the complaint with the college or faculty of the student you wish to complain about, whether or not that is your own college or faculty.
- the [Institutional Equity Office](#)

If you want to file a complaint about **sexual violence or sexual harassment**, please contact the [Sexual Violence Prevention & Support Centre](#).

If you want to file a complaint of discrimination or harassment against a **learner at the School of Continuing Studies**, contact the [Director of EDI, School of Continuing Studies](#).

Clinical students, postgraduate residents and clinical fellows at the Temerty Faculty of Medicine who wish to file a complaint can access [Temerty Medicine's Learner Mistreatment pathway](#).

#### Related Resources

Students at the Faculty of Engineering can access the [Faculty of Engineering's confidential disclosure form](#).

Graduate students experiencing conflict with your academic peers can contact the [Centre for Graduate Mentorship and Supervision](#) or the Vice-Dean, Students for support.

# Applicable Policies, Guidelines, and Supports

## Applicable Policies and Guidelines

### Students

All undergraduate and graduate students at the University of Toronto study, learn, and research under a common set of conduct policies and guidelines. Some of these policies also apply to postgraduate residents and clinical fellows at the Temerty Faculty of Medicine and to learners enrolled at the School of Continuing Studies. These [policies and guidelines, which are available on the Vice-Provost, Students' website](#), include the following:

- [Statement on Prohibited Discrimination and Discriminatory Harassment](#)
- [Code of Student Conduct](#)
  - [The Student's Companion to the Code of Student Conduct](#)
- [Policy on Scheduling of Classes and Examinations and other Accommodations for Religious Observances](#)
- [Policy on Open Accessible and Democratic Autonomous Student Organizations](#)
- [Policy on the Recognition of Student Groups](#)
- [Policy on Sexual Violence and Sexual Harassment](#)
- [Health and Safety Policy](#)
- [Procedures for the Temporary Use of Space at the University of Toronto](#)
- [Policy on the Disruption of Meetings](#)
  - [User Guide to U of T Policies on Protest and Use of Campus Spaces](#)
- [Code of Behaviour on Academic Matters](#)

### Faculty members, librarians & staff

The [Office of the Governing Council](#) has the comprehensive list of all University of Toronto Policies.

## Additional Supports

### For Students

[U of T Telus Health Student Support](#) – mental health support for all U of T students. Offers free, real-time and/or appointment-based confidential, 24-hour support for any concern. Download the THSS App or call 1-844-451-9700. [uoft.me/THSS](#)

### For Faculty Members, Librarians or Staff

The Employee & Family Assistance Program (EFAP), provided by TELUS Health, is available to employees of the University of Toronto and their dependents: spouses, partners and dependent children. This program is provided at no cost to you. Visit [uoft.me/efap](#) or call 1-855-597-2110

### For Clinical Faculty Members

The [Temerty Faculty of Medicine Wellness Resources](#) are available for clinical faculty members.

### For Learners at Temerty Faculty of Medicine

The [Office of Learner Affairs](#) at Temerty Faculty of Medicine provides a range of services and resources to support and guide learners.

[uoft.me/complaints](#)

## Feeling distressed?

In an emergency, call 9-1-1. For other crisis support or urgent issues, visit the [U of T Safety & Support website](#). If your concern involves a concern for your safety, contact the Community Safety Office at 416-978-1485.

## Related Resources

- [Memorandum of Agreement between the Governing Council of the University of Toronto and the University of Toronto Faculty Association](#)
- [Collective Agreements](#)
- [Institutional Equity Office](#)
- [Freedom of Speech](#)
- [Statement of Institutional Purpose](#)
- [Statement on Human Rights](#)
- [Statement on Freedom of Speech](#)
- [Statement of Commitment Regarding Persons with Disabilities](#)
- [Freedom of Information and Protection of Privacy Act](#)
- [Academic Integrity](#)

## Anonymous Disclosure of Harassment or Discrimination

Anonymous disclosures are those in which the identity of the person making the disclosure is not identifiable by the office receiving the disclosure. Because, for reasons set out below, such disclosures typically cannot start a process in

# Review of the *Statement on Prohibited Discrimination and Discriminatory Harassment*

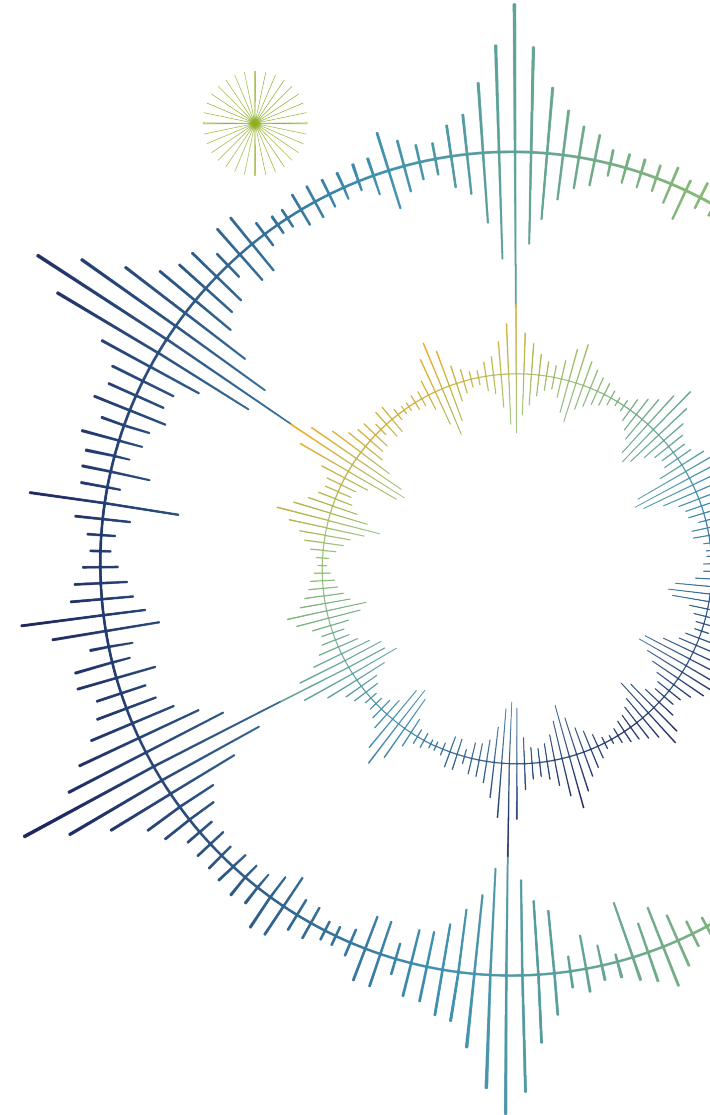
## Context

The 1994 *Statement on Prohibited Discrimination and Discriminatory Harassment* (*Statement*) remains one of the **University's primary documents addressing human rights-related issues and complaints** involving students, faculty members, librarians, and staff.

The *Statement* plays an important role in the University in two primary areas:

- **Reiterates the University's Balance of Commitments**
- **Complaints Resolution**

Other policies state obligations, rights, guidelines, and/or complaints processes to support the rights of various stakeholder groups on campus.



# Goals of Review

Conducting a formal comprehensive review of the Statement in consultation with our community and recommending updates to the *Statement* will assist the University in ensuring experiences of discrimination are addressed in an efficient and consistent manner across our three campuses. This includes:

- **Strengthen Institutional Commitments & Pathways:** Updating the *Statement* to reflect the University's policies, offices, staffing structures, and complaints pathways
- **Legislative Requirements:** Align the *Statement* with recent legislative requirements outlined in the directives of *The Strengthening Accountability and Student Supports Act*, 2024 (Bill 166) and the Ministerial Directive on Anti-Racism/Anti-Hate



# Timeline + Scope of the Review

January to June 2025

## The Co-chairs will:

- Gather feedback on the *Statement* and the pathways for concerns and complaints.
- Provide recommendations for revisions to the *Statement* and suggested changes to complaints pathways.

July to December 2025

## The University will:

- Revise the *Statement* informed by recommendations.
- Bring forward revised *Statement* through appropriate Governing Council pathway for approval.



Learn how to engage with the consultation process: [uoft.me/StatementReview](https://uoft.me/StatementReview)



Questions?  
[uoft.me/people](https://uoft.me/people)

