

Frequently Asked Questions (FAQs) and additional mistreatment information:

Who will see my report?

A designated, trained non-faculty individual or individuals in the SOM are designated as the response team to receive these reports. Click this School of Medicine website to see the current response team. <https://www.med.unc.edu/oge/mistreatment/>

If I choose to share my name, how will I be protected?

The response team strictly protects confidentiality within the limits of laws. In order to protect individuals from retaliation, schools are required to keep the identity of complainants, respondents and witnesses confidential during investigations, hearings, and judicial proceedings, except as necessary to carry out their responsibilities or to comply with other applicable laws. If the nature of the report requires us to share with EOC, HR, or to make a Clery Act report (campus crime), then we will work with those offices to keep the reports private. Reports made through this site that involve conduct covered by EOC policy or the Clery Act cannot be kept confidential and will be shared with the EOC and/or the University's Clery Compliance Coordinator. Reports that involve conduct covered by the University's Violence in the Workplace policy will be shared with the Office of Human Resources. UNC also prohibits retaliation for good-faith reporting.

If I choose to report anonymously, how is my confidentiality preserved?

When you submit a report, you will create a password at the bottom of the report page (remember this password). You are then issued a report key which you can use to log into the system for follow-up. No one will have your name. The site is maintained by a third-party vendor, EthicsPoint, Inc. to allow you to make reports anonymously. Unless you identify yourself, your identity cannot be disclosed to the University. Should you choose to identify yourself, your identity is kept confidential unless disclosure is required by law. Depending on the level of information available about the incident or the individuals involved, the University's ability to respond to an anonymous report may be limited. The School of Medicine will make every effort to respect your decision about how to proceed. Information will only be shared with others if allowed by law and University Policies.

What happens to reports once they're submitted?

The response team receives an email notifying that a report has been filed and makes an initial assessment. If the report is anonymous, but there are clarifying questions that need to be addressed, they will submit questions through the report key system. The goal is to have an acknowledgement from the SOM within 3 working days; please check the system for questions and for information about support resources. Reports through this portal are also tracked over time to identify patterns of behavior and then provide appropriate trainings.

The team meets regularly with EOC and HR to review any reports that might fall under their jurisdiction, i.e., mistreatment on the basis of a protected status, including sexual or interpersonal violence or stalking. Very serious violations are addressed sooner, including any that involve reporting a crime. EOC and/or HR will then decide what action is appropriate, which may include an investigation, informal resolution, or referral to another unit. EOC and/or HR will address matters that fall within the scope of their policies, which are available online. Note that a decision by EOC and/or HR not to investigate does not mean the incident(s) didn't happen, or

that the reported behavior isn't serious; some forms of mistreatment don't fall within their responsibility.

What types of action items will be considered as a result of a mistreatment concern?

The action depends very much on the nature of the complaint, how much information was shared, and if the complaint was for repeat offenses. If the report is "for information only – no action" or requests a delay, we will honor that within the limits of the law. In some cases, educating the individual leads to improvement. In other cases, trainings may be recommended. Patterns of similar mistreatment within a department or program will be discussed with the relevant leaders, and community training or education options will be explored.

Can I submit a report if I'm not based in the School of Medicine?

If you are in research laboratory in a unit affiliated with the Biological and Biomedical Sciences Program, but in another School, then we welcome your report. We ask that others identify the relevant reporting resources for your School or report through the campus-wide system.