

Conversation Talking Points for Complaints

When receiving a complaint, inform the employee about whether they can expect confidentiality. Refer them to confidential offices if they want to discuss a situation confidentially before making a report (see page 2 for offices exempt from reporting requirements). Also inform them about the university's Anti-Retaliation Policy, which prohibits retaliation against someone for making a good faith report. The following talking points can help you address employee concerns:

- 1) Thanks for letting me know you have a concern. Before you share details, I want to be sure you understand that there are limits to my ability to maintain confidentiality about certain types of reports.
- 2) As a supervisor, if behavior reported to me may be considered sexual harassment, sexual assault, dating/domestic violence, stalking, or other protected class harassment, I have an obligation to report that to other offices on campus who can help to assess the situation and respond appropriately.
- 3) If you are not sure whether you want to initiate that process, there are confidential resources on campus where you can discuss the situation confidentially. They can help you decide how you want to proceed.
- 4) I want to hear your concerns and address them appropriately, but I want you to be able to decide how you want to proceed.
- 5) Do you still want to share your concerns with me? (If yes, then proceed.)
- 6) Please tell me about your concern.
- 7) Thank you for sharing your concern with me.
- 8) If the alleged behavior could be sexual harassment or sexual misconduct, inform the individual of the services available through RVAP and DVIP.
- 9) What outcome are you seeking?
- 10) Are you comfortable continuing to work in your regular assignment/role?
- 11) Is there anyone else that I should speak with about the situation?
- 12) I'll get back to you as soon as possible about next steps.
- 13) I cannot promise that I'll report back the exact finding/outcome/discipline, but I will be able to let you know when the situation has been addressed.
- 14) I want you to be aware of the university's Anti-Retaliation Policy, which prohibits retaliation against someone for making a good faith report. If you believe that you experience any retaliation for sharing this with me, please let me know right away.

UI Offices Exempt from Reporting Requirements**

Check with your HR representative to better assess the office best for the employee inquiry.

1. [Office of the Ombudsperson](#) (for faculty, staff, or students), 308 Jefferson Building
2. [Employee Assistance Program](#) (for faculty or staff), 121-50 University Services Building
3. [University Counseling Service](#) (for students), 3223 Westlawn
4. [Women's Resource and Action Center](#) (for faculty, other instructors, staff, students, or visitors), Bowman House
5. [Domestic Violence Intervention Program](#) (certified victim advocates) (for faculty, other instructors, staff, students, or visitors), 1105 South Gilbert Court, Iowa City

**Exceptions: 1) If we learn there is a risk of physical harm to someone and/or 2) if we are ordered by a court or required by law to disclose information.



