

Equity Office Discrimination and Harassment Report 2005

OVERVIEW

The University of British Columbia adopted and implemented the Policy on Discrimination and Harassment (hereinafter referred to in this report as the “Policy”) in 1995, and revised it to its current form in 1996. The Policy is currently under review for revision. According to the Policy, members of the UBC community – students, faculty and staff – are prohibited from discriminating against or harassing other UBC community members on the basis of actual or perceived personal characteristics, such as sex, disability, or race. More specifically, the Policy delineates 13 prohibited grounds of discrimination and harassment, based on the BC Human Rights Code; these are:

- Race
- Colour
- Ancestry
- Place of origin
- Age (applies to those older than 19 and less than 65)
- Sex (which includes sexual harassment and sexual/gender identity)
- Physical or mental disability
- Sexual orientation
- Unrelated criminal conviction (in the context of employment only)
- Political belief (in the context of employment only)

The Policy assigns both rights and responsibilities to the UBC community. Students, faculty and staff are promised, by virtue of the Policy, a discrimination and harassment-free environment in which to study, work and reside. Similarly, all students, faculty and staff are held responsible for adhering to the Policy and upholding its principles. The Policy provides protection for UBC community members in the context of employment, academics, residential life and athletics. The mandate of the Equity Office is to ensure that these rights and responsibilities are upheld by the UBC community – by offering mechanisms to address complaints of discrimination and harassment. In addition, the Equity Office conducts educational programs and events to heighten awareness of human rights, and thereby minimize incidents of discrimination and harassment. The purpose of this report is to share the data collected by the Equity Office on its handling of discrimination and harassment incidents in 2005.

In July 2005, UBC expanded to Kelowna, with the inauguration of UBC Okanagan, on the grounds of the former Okanagan University College. The Human Rights & Equity Services (HRES) office was established at UBC Okanagan, to provide local oversight and management of the Discrimination and Harassment Policy in Kelowna. The HRES office is staffed by one full-time advisor who provides complaint management services and educational programming to meet the unique needs of UBC Okanagan.

DISCRIMINATION & HARASSMENT DEFINED

According to the BC Human Rights Code and the UBC Policy, *discrimination* is defined as the denial of an opportunity to, or a biased decision against an individual or a group because of some actual or perceived personal attribute, such as sexual orientation or religion (one of the 13 grounds listed above). Discrimination also occurs when individuals are judged on the basis of their group membership rather than their individual capabilities or merit. For example, to exclude a female applicant from a

manually intensive job because “women are not strong,” is an unfounded, unjustifiable denial of an opportunity. Similarly, it is discriminatory to deny a job to an otherwise qualified woman who appears to be pregnant because it is assumed that she will leave the position in short order. In some situations, however, different treatment can be justified, perhaps because of a reasonable occupational requirement. To reject a blind applicant for a job as a pilot, for example, is a justifiable reason for different treatment and denial of the position.

Harassment is a form of discrimination that entails offensive or insulting treatment of individuals or groups, again, because of their personal characteristics. Another important element of harassment is that it is *unwelcome*; this is particularly important to distinguish in situations of sexual harassment. Discrimination and harassment, whether intentional or unintentional, are unlawful and in violation of the UBC Policy. The law in BC and in Canada measures impact on the aggrieved person, rather than intent, when assessing allegations of human rights violations.

COMPLAINT MANAGEMENT

According to the Policy, *Administrative Heads* are responsible for addressing discrimination and harassment in their units. Administrative Heads are the top administrators in a given unit – institutes, faculties, departments, and the like; and may include, for example, Directors, academic Heads, Deans, Associate Vice Presidents, and Vice Presidents. Administrative Heads and Equity Advisors share the responsibility for enforcing the Policy. Individuals who believe they have a human rights complaint may take their concerns to their Administrative Head (or designated Equity person or committee) or to an Equity Advisor in the Equity Office or HRES; the option is theirs. In most cases, the Equity Advisors and Administrative Heads work in tandem to address complaints and concerns brought forth. Equity Advisors do not advocate for any one group on campus (faculty, staff or students) or individuals, but rather serve as advocates for the Policy – to ensure a discrimination and harassment free campus.

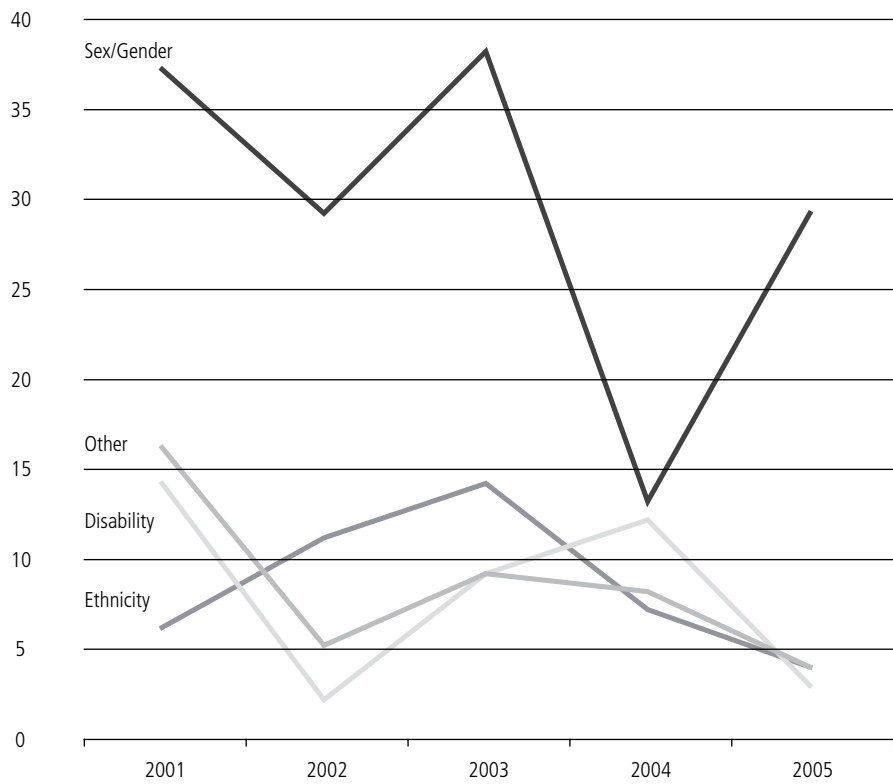
Students, faculty and staff bring their various concerns to the Equity Office or HRES; some of these concerns trigger the Policy, and translate into bona fide discrimination or harassment *cases*. Many others, however, do not activate the Policy – because, for example, they fall outside the one year time limit for reporting incidents, or involve non-UBC parties, or fall under the mandate of another UBC policy or procedure. Equity Advisors refer to these non-mandate situations as *consultations*, and as such, they endeavor to provide counsel to individuals and departments in finding appropriate redress for their concerns.

Consultations may take the form of answering questions about the Policy, bridging communication gaps between parties, or referring individuals to other UBC offices or external community services. At times, Equity Advisors guide clients through challenging situations, by assisting them with letter writing or role-playing difficult conversations. Sometimes people come to the Equity Advisors with stories of harassment or discrimination which do trigger the Policy, but the individuals are too fearful of retaliation to pursue a complaint. Since discrimination or harassment complaints cannot be pursued anonymously, Advisors approach these incidents in a consultative manner.

Figure 1 Discrimination & Harassment Complaints Covered v. Not Covered Under UBC's Policy

	2002		2003		2004		2005	
Covered under UBC's Policy (cases)	Out of 103 total complaints, 47 covered under Policy (46%)		Out of 156 total complaints, 70 covered under Policy (45%)		Out of 122 total complaints, 41 covered under Policy (34%)		Out of 111 total complaints, 40 covered under Policy (36%)	
Age	0	0	2	3%	1	2%	0	0
Disability	2	4%	9	13%	12	29%	4	10%
Ethnicity (ancestry/colour/race)	11	23%	14	20%	7	17%	4	10%
Family Status	0	0	0	0	0	0	0	0
Marital Status	0	0	0	0	0	0	0	0
Political Belief	0	0	1	1%	0	0	1	3%
Religion	3	6%	2	3%	4	10%	1	3%
Sex/Gender	29	62%	38	54%	13	32%	29	72%
Sexual Orientation	2	4%	4	6%	4	10%	1	3%
Unrelated Criminal Offense	0	0	0	0	0	0	0	0
Not Specified	0	0	0	0	0	0	0	0
TOTAL	47	99%	70	100%	41	100%	40	101%
Not Covered under UBC's Policy (consultations)	Out of 103 total complaints, 58 not covered under Policy (54%)		Out of 156 total complaints, 86 not covered under Policy(55%)		Out of 122 total complaints, 81 not covered under Policy (66%)		Out of 111 total complaints, 71 not covered under Policy(64%)	
Behaviour covered under other UBC policy or procedures	35	63%	37	43%	46	57%	39	55%
Event outside one-year limit	1	2%	3	3%	0	0	0	0
Respondent and/or context not under UBC jurisdiction	5	9%	23	27%	6	7%	11	15%
Personal Harassment/interpersonal conflict	15	27%	23	27%	29	36%	21	30%
Other	0	0	0	0	0	0	0	0
TOTAL	56	101%	86	100%	81	100%	71	100%

Figure 2 Number of Complaints Under the Policy by Reason



Many of the incidents brought to the Equity Office and HRES fall under the rubric of *personal harassment* – situations in which parties are reportedly behaving badly towards each other, but not on the basis of one of the 13 prohibited grounds set out in the BC Human Rights Code. This broad category of personal harassment includes such behaviour as bullying (also referred to as *psychological harassment*), mean-spirited gossiping, and heated disagreements, to name a few. UBC does not currently have a policy to address such non-human rights harassment or interpersonal conflicts. Although such interpersonal conflicts fall outside the Discrimination and Harassment Policy, Advisors attempt to assist clients in finding the resources or assistance they need to remedy these situations. Clients may include individuals or departments.

For reporting purposes, discrimination and harassment complaints are divided into four broad categories: biased conduct or behaviour, retaliation (for bringing forth a complaint), physical assault or threats, and poisoned or hostile environment. The first three apply generally to individual complainants, whereas the last category – the poisoned environment – refers to behaviours that are not necessarily directed at an individual, but manifest themselves in a chilly or toxic climate, impacting a group of individuals.

The Equity Office employs both informal and formal resolution methods in addressing mandate complaints. The vast majority of cases are handled informally by Equity Advisors, in conjunction with Administrative Heads, who serve as impartial third parties to sort out the issues and facts, and find workable solutions. Each mandate case is unique – with different issues, players, contexts, and severity – and, therefore the approach taken and resolutions brokered are tailored to the parties' needs. Sometimes complainants have a particular resolution in mind, e.g., an apology, a change in policy, or the removal of offensive pictures from a work station. Other times, appropriate resolutions materialize through dialogue among the parties.

In rare situations, mandate complaints are addressed through formal rather than informal proceedings. Complainants who experience severe infringement of their human rights may apply for a formal investigation by submitting a written request to the Equity Office or HRES. Upon considering the complainant's request and initial fact-finding on the matter, the Associate Vice-President, Equity, may grant the request and order an independent investigation and panel. From 1998 to date, only one case has been addressed through formal proceedings. This case, in 2002, involved a complaint of sexual harassment by a student against a sessional lecturer. The three-person independent panel determined that the lecturer had sexually harassed the student, and ordered an official warning letter be placed in the lecturer's faculty file. No case was forwarded to formal investigation in 2005.

Following is a summary of complaints and consultations received and handled by the Equity Office at UBC's Vancouver campus and Human Rights & Equity Services at UBC's Okanagan campus in 2005. We are providing the case statistics for UBC Vancouver and UBC Okanagan separately. These data reflect only those situations in which the Equity Office or HRES were specifically contacted, and does not include the many other incidents in which Administrative Heads or units managed incidents independently.

COMPLAINTS RECEIVED IN 2005

The Equity Office handled 29 mandate cases and offered 82 consultations, a total of 111 complaints, from January through December 2005. Of the 82 consultations, 11 (10% of all consultations) would have been addressed as mandate cases, but for various reasons the parties chose not to pursue the complaint. Thus, of the total 111 complaints for 2005, 40 incidents, or 36% of all complaints (cases and consultations), fell within the purview of the Policy, in the calendar year. Figure 1 [*Discrimination & Harassment Complaints Covered under UBC's Policy*] tracks Policy-mandated case activity in the Equity Office from 2002 through 2005, inclusive.

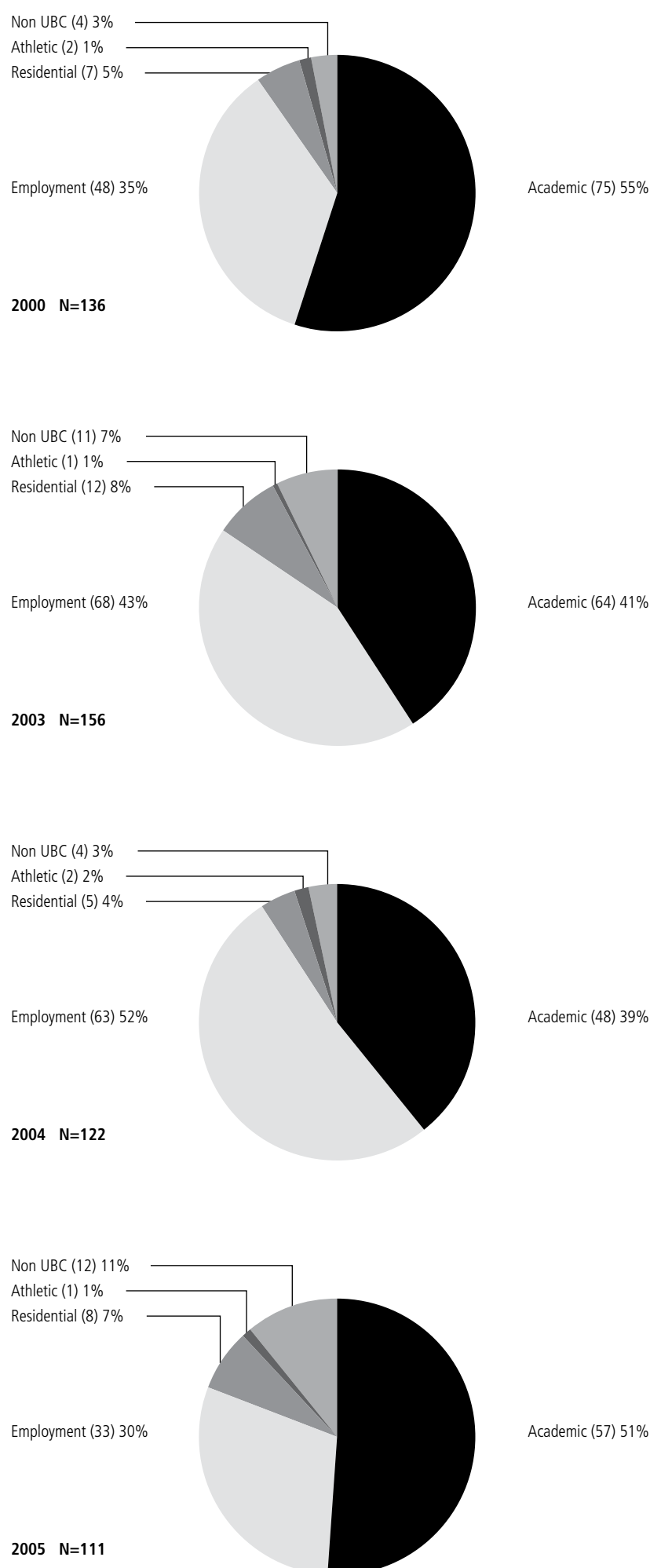
By examining this longitudinal data in Figure 1 of Policy-mandated case handling by the Equity Office from 2002-2005, one may note the rise and fall of annual totals as well as variation within the various categories or groups experiencing discrimination and harassment. For example, 2003 stands out as a year with a significantly higher number of complaints. Although we cannot fully explain this year to year fluctuation, we believe that certain factors play a determining role: Firstly, as a dynamic organization, the environmental milieu at UBC is in constant flux. The UBC environment is subject to such factors as union bargaining, new construction, physical and human reorganization

of units, changes in leadership, expansion of programs. These changes impact the one-to-one interactions of people that work, study and live at UBC, and at times these changes manifest into equity related complaints.

Secondly, this fluctuation of numbers may be attributed to variances in reporting or data collection. For example, very brief consultations with parties or Administrative Heads (or their designates) may not be recorded, or are recorded with varying diligence, in the computer database from which these numbers are generated. Thirdly, we in the Equity Office are confident that the educational programs we offer impact the community and are effective in raising discrimination and harassment awareness, limiting inappropriate behaviour and promoting respectful interactions in the workplace, classroom and residences. Participation in the many workshops offered by the Equity Advisors varies from year to year, and thus the effects of awareness education vary. A fourth possible explanation of the fluctuation in annual numbers relates to the variant skill of Administrative Heads, who are often the first line of redress for discrimination and harassment in their units. Some Administrative Heads act quickly and astutely to address these situations, solving the problem locally. Many situations, therefore, never reach the Equity Office and are not recorded in our records. Because unit leadership changes every three to five years (or more often in some cases), the effectiveness with which Policy related incidents are dealt with in the unit, are likewise varying.

Of the 40 mandate complaints by the Equity Office in 2005, 29 were based on sex/gender discrimination (72% of all mandate complaints), 4 (10%) on disability, 4 (10%) on ethnicity (which includes ancestry, colour and race), and one case each under political belief, religion and sexual orientation. Data from 2002 – 2005 indicates that discrimination and harassment based on sex/gender has been the most frequently reported kind of human rights violation brought to the attention of the Equity Office over these recent years. The low number of sex-based complaints in 2004 represents

Figure 3 Context of Discrimination and Harassment Complaints



an anomaly – proportional to the dramatic rise in the same year in cases alleging discrimination and harassment based on disability. (See Figures 1 and 2, which illustrate the trends of complaints by reason or kind of discrimination.)

Figure 1 also tracks incidents brought to the Equity Office from 2002 – 2005 that fell outside the Policy because of jurisdiction or time limitations. In 2005, 71 out of 111 complaints fell outside the reach of the Policy. As explained above, such situations are addressed as consultations by Equity Office staff. Of these 71 consultations, more than half – specifically 39 (55%) – fell outside the Policy because other UBC policies and procedures were more appropriate avenues of redress. For instance, students who lodge complaints over grades are often referred to the academic appeals procedures (unless poor marks can be clearly linked to retaliation for bringing forth a human rights complaint).

Complaints involving personal harassment totaled 21 (30%) in 2005; while 11 (15%) situations involved parties or contexts external to UBC, and therefore did not invoke the Policy. While the Equity Office does not have jurisdiction over personal harassment issues, the Office has historically attempted to provide some assistance to parties who find themselves being bullied or facing interpersonal conflict. Mostly this assistance takes the form of being an empathic listener and a resource. Most often Equity Advisors refer parties experiencing personal harassment to their managers or advisors, to Human Resources or to an appropriate faculty associate dean. For staff and faculty, personal harassment might be approached as a performance management issue and handled through internal Human Resource mechanisms or with the assistance of external consultants. In the absence of a personal harassment policy, units within the University may, on a case-by-case basis endeavour to find solutions – one-on-one coaching, mediation, group facilitations – to address personal harassment and interpersonal conflict.

The Policy promises that discrimination and harassment will not be tolerated in the various domains of the university – the classroom, the workplace, residences, athletic teams and clubs. Figure 3 illustrates the breakdown of incidents in these various university settings. Employment and academic matters have consistently been the primary sources of Equity cases over the last four years. Of the 111 complaints handled by the Equity Office in 2005, 57 (51%) fell within the context of academics; whereas 33 (30%) stemmed from the employment context. This year's figures represent a decrease in employment related concerns brought to the Equity Office, juxtaposed with an increase in academic based complaints. To look at the demographics of the

Figure 4 Gender of Complainants and Respondents

	2002		2003		2004		2005	
Female complainant	17	16%	24	15%	30	24%	21	19%
Female respondent								
Female complainant	40	39%	58	37%	33	27%	47	42%
Male respondent								
Female complainant	1	1%	1	1%	2	2%	0	0
Male and female respondent								
Female complainant	12	12%	19	12%	9	7%	7	6%
Department/University respondent								
Female complainant	3	3%	10	6%	3	2%	1	1%
Unknown respondent								
Male complainant	11	11%	11	7%	16	13%	16	14%
Male respondent								
Male complainant	8	8%	11	7%	7	6%	11	10%
Female respondent								
Male complainant	0	0	3	2%	2	2%	0	0
Male and female respondent								
Male complainant	8	8%	9	6%	12	10%	5	4%
Department/University respondent								
Male complainant	1	1%	2	1%	3	2%	3	3%
Unknown respondent								
Male and female complainant	1	1%	3	2%	0	0	0	0
Female respondent								
Male and female complainant	0	0	1	1%	0	0	0	0
Male and female respondent								
Male and female complainant	0	0	3	2%	0	0	0	0
Male respondent								
Male and female complainant	0	0	0	0	1	1%	0	0
Department/University respondent								
Male and female complainant	0	0	0	0	2	2%	0	0
Unknown respondent								
Unknown complainant	0	0	1	1%	0	0	0	0
Male respondent								
Unknown complainant	1	1%	0	0	0	0	0	0
Department/University respondent								
Unknown complainant	0	0	0	0	2	2%	0	0
Unknown respondent								
TOTAL	103	101%	156	100%	122	100%	111	99%

Figure 5 Complaints by Campus Groups

	2002		2003		2004		2005	
Undergraduate Student	35	34%	48	31%	36	29%	44	40%
Graduate Student	20	19%	26	17%	15	12%	21	19%
Support Staff	20	19%	28	18%	23	19%	14	13%
Faculty	13	13%	20	13%	18	15%	11	10%
Management & Professional	8	8%	15	10%	17	13%	10	9%
Administrative Head of Unit	3	3%	5	3%	5	4%	3	3%
Student/Employee Association	0	0	0	0	1	1%	1	1%
Non-UBC	4	4%	14	9%	6	5%	7	6%
Department/University	0	0	0	0	1	2%	0	0
TOTAL	103	100%	156	100%	122	100%	111	100%

UBC community, one would expect that the majority of complaints raised with the Equity Office would originate from students – who represent the largest population of campus constituents – and that complaints from students would most likely arise in the academic context (although students can also be employed by the university). According to statistics from UBC's office of Planning and Institutional Research (PAIR), as of the winter academic term 2005/2006, there was a total of 34,355 undergraduate and graduate students, and a total of 10,050 staff and faculty at UBC's Vancouver campus. Students comprise 77% of the UBC community population, while staff and faculty represent 22% of the population. Based on these community demographics, the Equity Office receives a proportionally high number of employment related complaints. This is true, even when combining the academic related complaints with complaints arising from the residence life and athletics.

Few complaints of discrimination and harassment were brought forth from residence and athletics in 2005: 8 (7%) involving resident living and only 1 (1%) from the athletics context. Twelve cases (11%) fell outside the jurisdictional context of UBC; these include, for example, incidents that occurred wholly in the city of Vancouver or involved respondents unaffiliated with UBC.

Figure 4 illustrates the gender of parties involved in discrimination and harassment complaints over the last four years. Consistently throughout this time period, women have been more likely to bring matters to the Equity Office than men. In 2005, out of 111 complaints, 76 (68%) women sought assistance from the Equity Office, as compared to 35 (32%) men. Of the 76 complaints brought by women, 42% were against men, 19% were against other women, while 6% were against a department or the University. In one complaint, a woman received anonymous threats and thus the respondent's gender remains unknown.

While women are more likely to initiate complaints with the Equity Office, men are more likely to be named as the responding party – a trend that has been consistent over the last several years. In 2005, men were named as respondents in 63% of complaints, whereas women were named as respondents in 32%. The remaining 5% of respondents were either departments or the University, or were unknown to the complainant. The gender of respondents is recorded as “unknown” when, for example, the harassing party is anonymously calling or e-mailing. At other times, administrators or other interested third parties may contact the Equity Office for counsel without naming the individual(s) about whom they are concerned. In 2005, 4 cases or consultations involved an unknown respondent.

As previously explained, the Equity Office and the Policy serve the students, faculty, and staff of UBC. Of these constituents, students are the most likely group to access the Equity Office, a phenomenon that has been consistent over the last four years. Students – undergraduates and graduates – brought 65 (59%) of the 111 complaints in 2005, with undergraduates bringing twice as many as graduate students. This is not surprising given that of the 34,355 students at UBC, nearly 26,000 are undergraduates. (See Figure 5) Faculty complaints comprised 11 (10%) of the 111 complaints in 2005, which is slightly down from last year's faculty numbers. Staff brought 24 (22%) of the 111 complaints in 2004, significantly fewer than in 2004. Within the staff category, 14 (58%) of the 24 cases registered or consultations sought were by support staff, whereas 10 (42%) were brought by management & professional staff. This proportion of support staff to management & professional staff has been relatively constant over the last few years. A relatively small number of complaints stemmed from administrators (3%) and student and employee associations (1%). The breakdown of complaints by campus constituents has been relatively consistent throughout the last few years, a split which roughly reflects the overall population numbers of these groups on the UBC campus.

Figure 6 examines the profiles of responding parties – those persons and units about whom the initiating party sought advice or redress. This data demonstrates that in 2005 undergraduates raised most of their equity concerns in relation to other undergraduate students. Of the 44 undergraduate initiated complaints, only 6 (14%) were brought against professors and lecturers, alleging, for example, biased decisions in grading, inappropriate course materials, or toxic classroom climate. This is a dramatic drop in complaints against faculty as compared to the previous year; however, 2004 seems to have had an unusually high number of complaints against faculty. Undergraduate students also raised equity concerns against their departments or the university, constituting 11% of this group's cases and consultations.

Graduate students raised most of their equity related concerns against faculty members, this category comprising 28% of all graduate student initiated complaints. In addition to concerns with faculty members, graduate students named undergraduate students as respondents in 4 complaints (19%), other graduate students in 3 (14%) and departments in 3 (14%).

The majority of complaints brought by support staff in 2005 were against other support staff. Of the 14 incidents raised by support staff, 43% alleged personal harassment or human-rights based harassment by fellow support staff. Complaints by support staff against management & professional staff accounted for 29%. Among matters initiated by management & professional staff, 40% named other management & professional employees. (See Figure 6 for a more complete picture of staff cases and consultations.) The faculty initiated 11 complaints with the Equity Office in 2005, naming other faculty members in 45% of the situations. Thus, in 2005 complainants,

Figure 6 Position of Complainants in Relation to Respondents

	2002	2003	2004	2005
Undergraduate Student	N=35	N=48	N=36	N=44
Undergraduate Student	10 28%	17 35%	5 14%	18 41%
Graduate Student	3 8%	0 0	2 6%	1 2%
Support Staff	1 3%	2 4%	0 0	2 5%
Administrative Head of Unit	2 6%	0 0	0 0	1 2%
Management & Professional	0 0	2 4%	0 0	3 7%
Faculty	8 23%	9 19%	14 39%	6 14%
Student/Employee Association	1 3%	0 0	0 0	1 2%
Non-UBC	6 17%	8 17%	3 8%	4 9%
Department/University	3 9%	6 13%	7 19%	5 11%
Unknown	1 3%	4 8%	5 14%	3 7%
TOTAL	35 100%	48 100%	36 100%	44 100%
Graduate Student	N=20	N=26	N=15	N=21
Undergraduate	3 15%	1 4%	1 7%	4 19%
Graduate Student	1 5%	5 19%	0 0	3 14%
Support Staff	0 0	2 8%	0 0	1 5%
Administrative Head of Unit	0 0	2 8%	3 20%	0 0
Management & Professional	2 10%	0 0	1 7%	2 9%
Faculty	6 30%	9 35%	4 27%	6 28%
Student/Employee Association	0 0	0 0	0 0	0 0
Non UBC	1 5%	3 12%	2 13%	1 5%
Department/University	6 30%	4 15%	2 13%	3 14%
Unknown	1 5%	0 0	2 13%	1 5%
TOTAL	20 100%	26 101%	15 100%	21 99%
Support Staff	N=20	N=28	N=23	N=14
Undergraduate Student	0 0	1 4%	4 17%	1 7%
Support Staff	6 30%	9 32%	0 0	6 43%
Administrative Head of Unit	1 5%	4 14%	3 13%	1 7%
Management & Professional	7 35%	3 11%	1 4%	4 29%
Faculty	2 10%	4 14%	9 39%	0 0
Student Employee Association	0 0	0 0	0 0	0 0
Non-UBC	1 5%	0 0	0 0	0 0
Department/University	2 10%	4 14%	1 4%	1 7%
Unknown	1 5%	3 11%	1 4%	1 7%
TOTAL	20 100%	28 100%	23 100%	14 100%
Faculty	N=13	N=20	N=18	N=11
Undergraduate Student	2 15%	2 10%	2 11%	3 27%
Graduate Student	2 15%	1 5%	2 11%	2 18%
Support Staff	1 1%	0 0	1 5%	0 0
Administrative Head of Unit	1 8%	5 25%	3 17%	0 0
Faculty	4 31%	5 25%	4 22%	5 45%
Non-UBC	1 8%	0 0	1 5%	0 0
Department/University	2 15%	5 25%	5 28%	0 0
Unknown	0 0	2 10%	0 0%	1 9%
TOTAL	13 100%	20 100%	18 100%	11 99%
Management & Professional	N=8	N=15	N=17	N=10
Undergraduate Student	0 0	0 0	0 0	0 0
Graduate Student	0 0	0 0	0 0	0 0
Support Staff	1 12%	0 0	0 0	2 20%
Administrative Head of Unit	1 12%	4 27%	2 12%	2 20%
Management & Professional	3 38%	4 27%	12 70%	4 40%
Faculty	1 13%	1 7%	2 12%	1 10%
Department/University	2 25%	3 20%	1 6%	1 10%
Non-UBC	0 0	2 13%	0 0	0 0
Unknown	0 0	1 7%	0 0	0 0%
TOTAL	8 100%	15 101%	17 100%	10 100%
Administrative Head of Unit	N=3	N=5	N=5	N=3
Undergraduate	1 33%	1 20%	2 40%	1 33%
Graduate Student	0 0	0 0	0 0	0 0
Support Staff	1 33%	0 0	0 0	0 0
Administrative Head of Unit	0 0	0 0	0 0	1 33%
Management & Professional	0 0	0 0	0 0	1 33%
Faculty	0 0	4 80%	3 60%	0 0
Department/University	0 0	0 0	0 0	0 0
Unknown	1 33%	0 0	0 0	0 0
TOTAL	3 99%	5 100%	5 100%	3 99%
Student/Employee Association	N=0	N=0	N=1	N=1
Administrative Head of Unit	0 0	0 0	0 0	0 0
Management & Professional	0 0	0 0	1 100%	0 0
Faculty	0 0	0 0	0 0	1 100%
Undergraduate Student	0 0	0 0	0 0	0 0
Student/Employee Association	0 0	0 0	0 0	0 0
Off Campus	0 0	0 0	0 0	0 0
Unknown	0 0	0 0	0 0	0 0
TOTAL	0 0	0 0	1 100%	1 100%
Non-UBC	N=4	N=14	N=6	N=7
Undergraduate Student	0 0	1 7%	1 17%	0 0
Graduate Student	0 0	0 0	0 0	0 0
Support Staff	0 0	0 0	0 0	1 14%
Administrative Head of Unit	0 0	0 0	0 0	1 14%
Management & Professional	0 0	0 0	0 0	0 0
Faculty	0 0	3 21%	0 0	0 0
Non-UBC	3 75%	5 36%	0 0	4 57%
Department/University	1 25%	4 29%	3 50%	1 14%
Unknown	0 0	1 7%	1 17%	0 0
TOTAL	4 100%	14 100%	6 100%	7 99%
Department/University	N=0	N=0	N=1	N=0
Department/University	0 0	0 0	1 100%	0 0
TOTAL	0 0	0 0	1 100%	0 0

Figure 7 Behavioural Descriptions of Complaints

	2002	2003	2004	2005
	N=103	N=156	N=122	N=111
Poisoned Environment				
Insults/slurs/unacceptable jokes	11 11%	10 6%	7 6%	5 4%
Following/staring/stalking	9 9%	11 7%	5 4%	11 11%
Unwelcome verbal/ written advances	10 10%	8 5%	6 5%	9 8%
Non-physical verbal/ written threats	0 0	1 1%	3 2%	2 2%
Offensive visual material	1 1%	7 4%	5 4%	1 1%
Total	31 30%	37 24%	26 21%	28 26%
Retaliation	2 2%	3 2%	2 2%	1 1%
Total	2 2%	3 2%	2 2%	1 1%
Assault				
Assault or threat of assault, unwelcome sexual attention	9 9%	16 10%	3 2%	14 12%
Assault or threat of assault, unwelcome physical contact	3 3%	0 0	1 1%	2 2%
Total	12 12%	16 10%	4 3%	16 14%
Other Forms of Discrimination				
Biased academic decisions	6 6%	11 7%	13 11%	6 5%
Biased employment decisions	2 2%	15 10%	13 11%	11 10%
Exclusion or denial of access	4 4%	14 9%	15 12%	13 12%
Systemic	5 5%	5 3%	5 4%	4 4%
Total	17 17%	45 29%	46 38%	34 31%
Allegations not Covered under Policy				
Interpersonal Conflict	18 17%	29 19%	18 15%	15 13%
Bullying	5 5%	5 3%	9 7%	5 4%
Work/Study place harassment	18 17%	21 13%	17 14%	12 11%
Total	41 40%	55 35%	44 36%	32 28%

with the exception of graduate students, were most likely to complain about someone in about the same position as themselves (e.g., undergraduate against undergraduate, support staff against support staff). This was not the case in previous years.

Figure 7 illustrates the kinds of behaviour about which individuals complain when they seek assistance from the Equity Office. This table reflects those incidents that trigger the Policy, i.e., behaviour that infringes on one of the thirteen grounds of human rights, as well as those incidents that do not contain a human rights element, such as bullying. This year as well as last year, most incidents reported fell within the category of biased conduct or behaviour, of a human rights nature, directed at individuals (31%), followed closely by those incidents of non-human rights bad behaviour that fell outside the Policy (28%). With the exception of physical or sexual assault cases, which increased in 2005 over 2004, the pattern is similar to previous years. There has been a noticeable drop in the number of complaints falling under category of *Allegations not Covered under the Policy*. This may be explained in part by the management decision of the Equity Office to limit the work that Advisors do on complaints falling outside the Office's mandate, and to focus our efforts on human rights based matters.

UBC OKANAGAN – COMPLAINTS RECEIVED IN 2005

Human Rights & Equity Services at UBC Okanagan officially began operation on July 1, 2005, and opened its office in mid-September. From July to December 2005, we received 2 mandate cases and offered 11 non-mandate consultations. With such a small sample of cases, there is a danger that providing too much information about the particulars of the complaints would disclose personal or confidential information. Therefore, to respect confidentiality and to protect the identities of individuals, the following statistics do not contain gender, status and other specific information regarding the cases handled at UBC Okanagan.

The 2 mandate cases were resolved informally by the Administrative Heads of Units. The protected grounds in these cases were: 1) Religion, and 2) Disability.

There were 11 non-mandate consultations and referrals. Of those, 8 related to Behaviour covered under other UBC policies or procedures, and mostly concerned allegations of academic unfairness. One consultation addressed an interpersonal conflict between a student and a faculty member and the remaining two consultations were non-UBC related.

**FIGURE 8 UBC OKANAGAN
Discrimination & Harassment Complaints Covered v. Not Covered Under UBC's Policy**

	2005
Covered under UBC's Policy	Out of 13 total complaints, 2 covered under Policy (15%)
Disability	1 50%
Religion	1 50%
TOTAL	2 100%
	2005
Not Covered under UBC's Policy	Out of 13 total complaints, 11 not covered under Policy (85%)
Behaviour covered under other UBC policy or procedures	8 73%
Personal Harassment/Interpersonal Conflict	1 9%
Respondent and/or context not under UBCO jurisdiction	2 18%
TOTAL	11 100%