



Equity Office and Human Rights and Equity Services Discrimination and Harassment Report 2006

The Equity Office envisions a community in which human rights are respected and equity is embedded in all areas of academic, work and campus life. Through its leadership, vision and collaborative action, the Equity Office will further UBC's commitment to excellence, equity and mutual respect.

Human Rights & Equity Services works to ensure UBC Okanagan is a welcoming and respectful learning and work community for everyone; one that respects differences, champions fair treatment and embraces diversity.

OVERVIEW

The University of British Columbia's *Policy on Discrimination and Harassment* (Policy #3, hereinafter referred to in this report as the "Policy") was adopted and implemented in 1995 and revised to its current form in 2001. It is currently under review for possible further revision. The Policy protects all members of the UBC community – students, staff and faculty – from discrimination and harassment on actual or perceived personal characteristics related to 13 human rights grounds and, likewise, prohibits UBC community members from engaging in such discriminatory or harassing actions against other UBC students, staff and faculty. The 13 grounds of prohibited discrimination are based on those outlined in the BC Human Rights Code. Specifically, these are:

- Age (applies to those older than 19 and less than 65)¹
- Ancestry
- Colour
- Family status
- Marital status
- Physical or mental disability
- Place of origin
- Political belief (in the context of employment only)
- Race
- Religion
- Sex (which includes sexual harassment and gender identity/expression)
- Sexual orientation
- Unrelated criminal conviction (in the context of employment only)

The BC *Human Rights Code*, and likewise, UBC's Policy, provides protection from discrimination and harassment in the areas of housing, employment and service provision. At UBC, this provision of service includes academics, athletics and residential life. The obligation to adhere to the Policy and maintain a discrimination-and harassment-free work, study and campus environment falls upon all students, faculty, and staff, especially those in a position to supervise the work or conduct of others.

THE EQUITY OFFICE AND HUMAN RIGHTS AND EQUITY SERVICES

The mandates of the Equity Office (UBC-V) and Human Rights and Equity Services (UBC-O) are to ensure that the rights and responsibilities provided for by the *Policy on Discrimination and Harassment* are fulfilled by the UBC community. We offer procedures to address discrimination and harassment complaints. These mechanisms offer a clear, equitable approach to problem resolution. These procedures supplement other University and extra-University mechanisms, such as those of employee associations and unions, the courts, the BC Human Rights Tribunal and the Office of the BC Ombudsman. In addition, the Equity Office conducts educational programs and events to heighten awareness of human rights, and thereby minimize incidents of discrimination and harassment.

In 2006, the Equity Office at UBC-Vancouver had 4 Equity Advisors (2.8 FTE), 2 administrative staff and one Associate Vice-President Equity. At UBC-Okanagan, the Human Rights and Equity Services (HES) office was staffed by one full-time advisor and this office is also under the jurisdiction of the same AVP Equity. Both campuses utilize the same Policy and both offer complaint management services and educational/preventative programming on a range of equity issues.

The purpose of this report is to share the data collected by the Equity Office and Human Rights and Equity Services on their handling of discrimination and harassment incidents in 2006. Each campus will report on their statistics separately.

DISCRIMINATION AND 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 (or any 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 employment 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. A decision or conduct based on a bona fide occupational requirement does not violate the BC *Human Rights Code* or UBC Policy. However, the legal test that must be applied to determine whether differential treatment is based on a bona fide occupational requirement is difficult to meet. Very few complaints of differential treatment at UBC based on any of the 13 grounds can be justified by a bona fide occupational requirement.

Harassment is a form of discrimination, which entails offensive or insulting treatment of individuals or groups, again, because of their actual or perceived personal characteristics relating to one or more of the 13 grounds of prohibited discrimination. The harassing behaviour is unwelcome to the recipient and the behaviour is assessed as harassment based on the impact of the behaviour on the recipient (subject to the reasonable person test), rather than the intent of the alleged harasser. Discrimination and harassment, whether intentional or unintentional, are unlawful and in violation of the UBC Policy.

UBC's Policy also includes provisions to protect against retaliation for persons who bring forward complaints of discrimination or harassment.

COMPLAINT MANAGEMENT

In 2006, the Equity Office and Human Rights and Equity Services (HES) provided consultation and case management assistance to students, faculty, and staff, including administrative heads of unit, executive members of employee associations and members of departmental equity committees. Complaints accepted by the Equity Office/HES were resolved by complainants themselves, by Equity Advisors, by administrative heads or by a collaborative process involving Equity Advisors, administrative heads, complainants, and respondents.

According to the Policy, Administrative Heads of Units 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 jointly 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 HES; the option is theirs. In many 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 to a complaint (complainants or respondents), but rather serve as advocates for the Policy – to ensure a discrimination- and harassment-free campus. Concerns brought to Administrative Heads of Unit which did not involve the Equity Office or HES are not reflected in this annual report.

Concerns may also be brought directly to the Equity Office at UBC-V or HES at UBC-O. These concerns are classified either as consultations or cases. "Cases" involve the Equity Advisor in direct intervention in a mandate situation. In other words, they are cases that meet the burden of proof established by the Policy. "Consultations" involve concerns which do not fall under the mandate of 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. They may also be concerns which would meet the burden of proof under the Policy, but for which the Equity Advisor has not been given consent to proceed with the concern as a case. In consultations, Equity Advisors may provide information and advice to complainants or administrators who visit the Equity Office/HES but do not request Equity Office/HES intervention. Some of these individuals want information and advice on how to address problems themselves. Others are too fearful of retaliation to confront respondents or to inform administrative heads, and therefore, insist the Office not intervene on their behalf. Since discrimination or harassment complaints cannot be pursued anonymously, Advisors approach these incidents in a consultative manner unless the concern is of such an egregious nature (i.e. it seriously threatens the health and safety of UBC community members) that they warrant action even without the complainant's consent. The limits on confidentiality in the Equity Office and HES are

¹ On May 31, 2007, Bill 31, a measure to eliminate mandatory retirement at age 65, was passed by the BC legislative. Effective January 1, 2008, age provisions in the BC Human Rights Code will be revised to extend protection from age discrimination to people over 19, including those age 65 and older. This legislation will not be retroactive. Hence we continue to use the current provisions of "age" as applicable to those over 19 and under 65 in the 2006 annual report.

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

	2003		2004		2005		2006	
Covered under UBC's Policy	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%)		Out of 97 total complaints, 36 covered under Policy (37%)	
Age	2	3%	1	2%	0	0	1	3%
Disability	9	13%	12	29%	4	10%	4*	11%
Ethnicity (ancestry/colour/race/place of origin)	14	20%	7	17%	4	10%	11*	31%
Family Status	0	0	0	0	0	0	1	3%
Marital Status	0	0	0	0	0	0	0	0
Political Belief	1	1%	0	0	1	3%	0	0
Religion	2	3%	4	10%	1	3%	1	3%
Sex/Gender	38	54%	13	32%	29	72%	22*	61%
Sexual Orientation	4	6%	4	10%	1	3%	1	3%
Unrelated Criminal Offense	0	0	0	0	0	0	0	0
* Multiple Grounds of Discrimination	n/a		n/a		n/a		4 (included above) 11%	
* 3 cases had 2 grounds, 1 had 3 grounds so, 9 grounds over 4 cases (therefore deduct 5 from total to reach N = 36 total cases)								
TOTAL	70	100%	41	100%	40	101%	36‡	
‡ doesn't =100% due to multiple grounds issue								
	2003		2004		2005		2006	
Not Covered under UBC's Policy	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%)		Out of 97 total complaints, 76 not covered under Policy (63%)	
Behaviour covered under other UBC policy or procedures	37	43%	46	57%	39	55%	10	13%
Event outside one-year limit	3	3%	0	0	0	0	0	0
Respondent/complainant and/or context not under UBC jurisdiction	23	27%	6	7%	11	15%	11	14%
Personal Harassment\interpersonal conflict	23	27%	29	36%	21	30%	n/a	n/a
NEW – No prohibited ground often personal harassment, bullying or interpersonal conflict but not recorded as such on 2006 forms							43	57%
NEW – Complaint did not meet burden of proof							10	13%
NEW – Complainant did not wish to proceed							13	17%
* NEW – Multiple reasons – 11 consultations cited multiple reasons, thus subtract 11 to reach n=76								
TOTAL	86	100%	81	100%	71	100%	76	100%

such that it is only in very rare, exceptional circumstances that an Equity Advisor would choose to pursue a complaint without consent to pursue from the presenting party. Other consultations can involve the provision of assistance to people whose concerns do not fall under the mandate of the policy (such as concerns of personal harassment or serious concerns of discrimination and harassment that involve a complainant or respondent who is outside UBC jurisdiction). 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 to find appropriate redress for their concerns. This report refers to both “cases” and “consultations” as “complaints.”

Many of the incidents brought to the Equity Office and HES fall under the rubric of personal harassment – situations in which parties are reportedly behaving badly towards each other, but not on the basis of any 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, interpersonal conflict and heated disagreements, to name a few. UBC does not currently have a policy to address such non-human rights based harassment or interpersonal conflicts. Although such interpersonal conflicts fall outside the Discrimination and Harassment Policy, Advisors may 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 interpersonal and systemic complaints. Interpersonal complaints are then divided into four broad categories: poisoned environment, biased conduct or behaviour, retaliation (for bringing forth a complaint), and unwelcome physical conduct, assault or threat of assault. The first 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 latter three categories generally

are behaviours directed at an individual or individuals. Systemic complaints may be brought forward by an individual or group and are reflected in three categories of biased behaviours: policies and procedures, curriculum, and environment (often concerns about the accessibility of a physical environment or the work or study environment in a department).

The Equity Office and HES employ both informal and formal resolution methods in addressing mandate complaints. The vast majority of cases are handled informally by Equity Advisors, often in conjunction with Administrative Heads, 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 HES. 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. No case was forwarded to formal investigation in 2006.

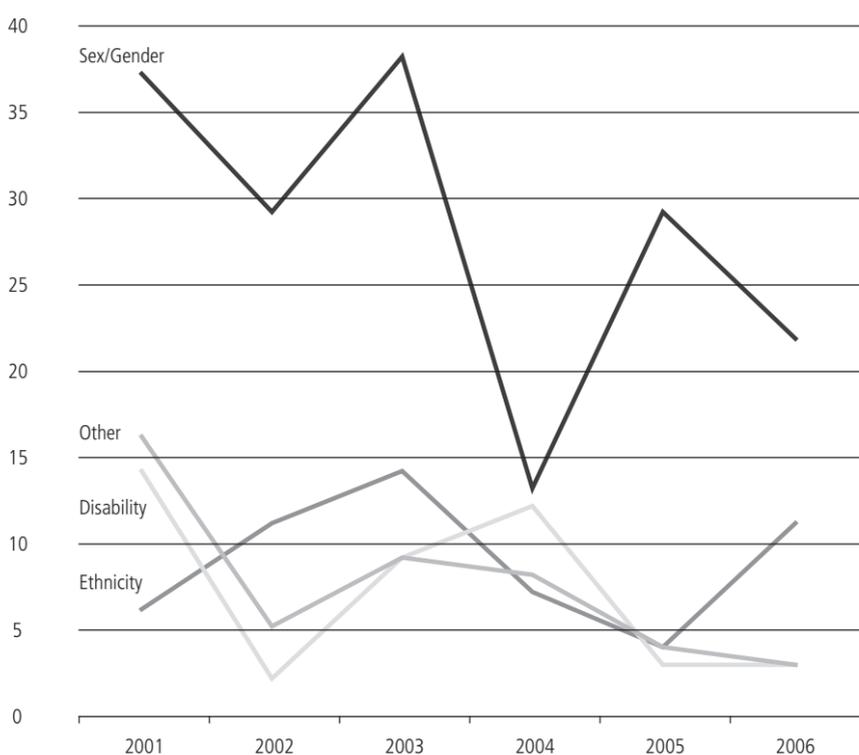
Following is a summary of complaints and consultations received and handled by the Equity Office at UBC’s Vancouver campus and Human Rights & Equity Services at UBC’s Okanagan campus in 2006. We are providing the complaint statistics for UBC Vancouver and UBC Okanagan separately. This data reflect only those situations in which the Equity Office or HES were specifically contacted, and does not include the many other incidents in which Administrative Heads of Units or others managed incidents independently.

UBC VANCOUVER – COMPLAINTS RECEIVED IN 2006

In 2006, the tracking forms on which we record complaint summary data at UBC-V, and from which these annual report statistics are generated, changed. These new forms offer an expanded range of options for more detailed reporting. However, as 2006 was the first year in which they were adopted, the data generated this year does not directly correspond to that from categories on the 2005 and earlier forms. Thus, in our 2006 charts and reporting, we have endeavoured to make the data from the new and older categories fit and, where discrepancies occur, have detailed the reason for such discrepancies. The main changes to the form reflect the reality of the intersectionality of oppressions. Some concerns brought to the Equity Office involve more than one ground of prohibited discrimination and/or more than one type of behaviour. The forms now also offer a wider range of options for why the policy may not be applicable in a given complaint and a more detailed range of human rights and non-human rights behaviours as well.

The Equity Office at UBC-V received 97 complaints from January-December, 2006. Of these, 21 (22%) were mandate cases and 76 (78%) were consultations. Consultations include complaints which do not meet the burden of proof and/or jurisdiction required by the policy, including concerns in which none of the 13 prohibited grounds of discrimination are involved, in which the context or one or more of the parties is not UBC-affiliated or in which the one-year time limit for initiating complaints has passed. Consultations may also include complaints which are being addressed in a different process or ones in which the complainant does not wish to proceed. Of the 76 consultations, 15 (20% of all consultations) would have been addressed as mandate

Figure 2 Number of Complaints Under the Policy by Reason



cases, but for various reasons the parties chose not to pursue the complaint or the complaint proceeded in a different process. Thus, of the total 97 complaints for 2006, 36 incidents, or 37% of all complaints (cases and consultations), fell within the purview of the Policy.

Figure 1 [Discrimination & Harassment Complaints Covered Under UBC's Policy] tracks Policy-mandated case activity in the Equity Office from 2003 through 2006, inclusive. The 2006 data includes the 21 cases which were handled through the Equity Office and the 15 consultations which met the mandate but were not handled by the Equity Office, as noted above (N=36). As the new tracking forms allow for multiple grounds of prohibited discrimination, a line to this effect has been added to Figure 1.

By examining this longitudinal data in Figure 1 of Policy-mandated case handling by the Equity Office from 2003-2006, 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 and 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 changes in our methods of record keeping. Brief consultations that only take a few minutes and do not require us to act or advise on a complaint are not recorded in the computer database from which these annual report numbers are generated. Additionally, we changed the tracking forms on which we record data this year and, while these forms do a better job of gathering details on complaints, they do not capture quick consultations in the way data from previous years did. Thus, the numbers from this year reflect complaints in which the Equity Office played a more significant role than that of quick sounding board. For example, very brief consultations with parties or Administrative Heads (or their designates) are not recorded 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. Networking with other service organizations and effective training of Administrative Heads of Unit about their roles and responsibilities under the Policy to act on complaints of discrimination and harassment help ensure that local solutions may be first sought without direct intervention from the Equity Office. Administrative Heads are often the first line of redress for discrimination and harassment in their units. Thus, the fluctuation in annual numbers may also relate to the variant awareness and skill levels of these managers, deans and department heads. 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 may change 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.

Figure 1 also tracks incidents brought to the Equity Office from 2003 – 2006 that fell outside the Policy because of jurisdiction or time limitations. Again, due to changes in the tracking form, the categories pre-2006 differ from this year's data. However, we have reported this year's data in such a way as to be most consistent with previous years' reporting structures for ease of comparison.

In 2006, 76 of the 97 complaints (78%) were not covered under UBC's Policy on Discrimination and Harassment. (This figure includes the 15 complaints cited above which would have fallen under the Policy if the complainants had given permission to proceed with the complaint and/or if the complaint had not been proceeding in a different university process.) As explained above, such situations are addressed as consultations by Equity Office staff.

Again, with the new tracking forms, Advisors can select more than one reason why a consultation may not fall under the Policy. This differs from previous years where only one choice was allowed. Of the 76 total consultations, 11 of these cited multiple reasons for why these were not mandate cases. To compare these with previous years' data, a multiple reasons line has been added to Figure 1.

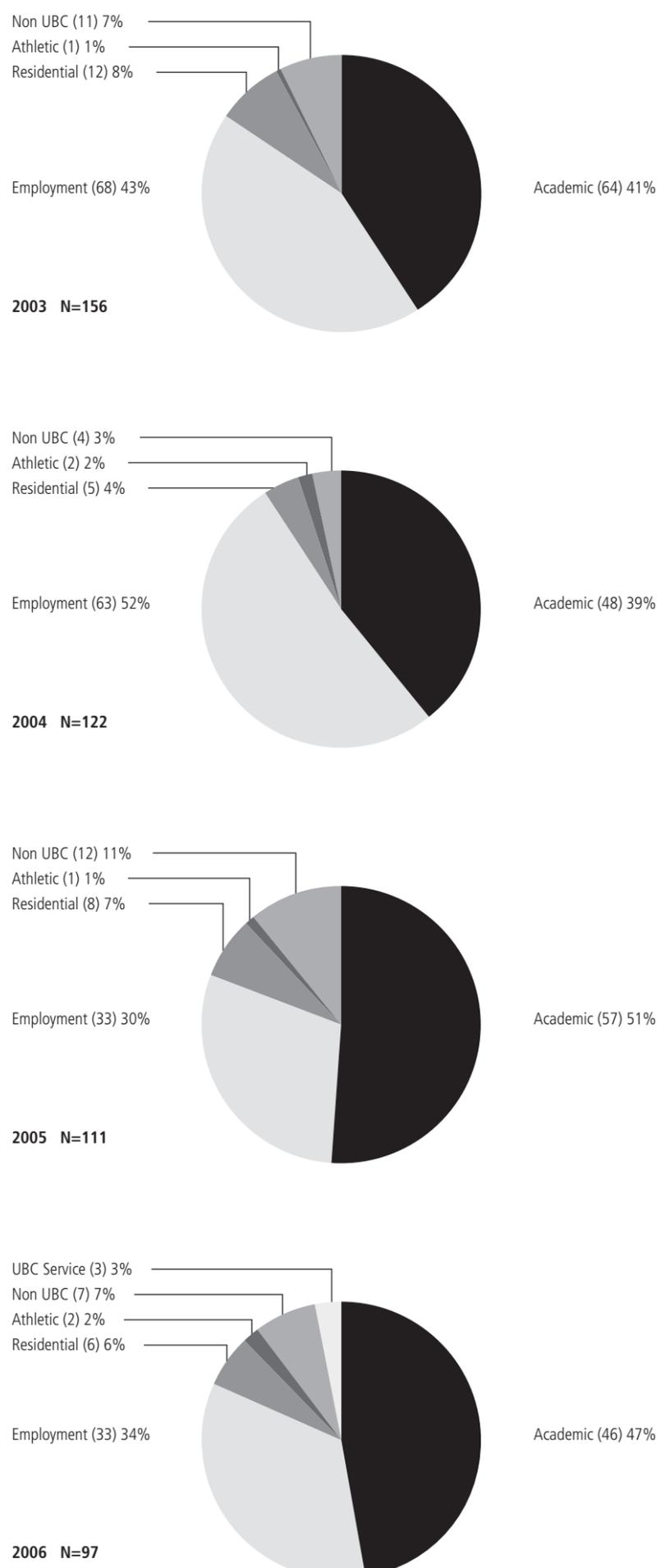
Of these 76 consultations, 43 (57%) fell outside the Policy because there was not a human-rights based prohibited ground of discrimination cited. (Seven of these 43 consultations without a prohibited ground cited multiple reasons for why they were not mandate cases, including inability to meet the burden of proof set out by the Policy, a non-UBC context or non-UBC parties to a complaint, no permission to proceed and concerns which were proceeding in a different process.) Most often, these concerns without a prohibited ground are ones of personal harassment, bullying or interpersonal conflict, though we do not track them as such on the new forms. Seven consultations (9%) involved complainants or respondents who were not members of the UBC community and 4 consultations (5%) involved concerns that fell outside the UBC context and thus did not invoke the Policy. (Three of each of these listed multiple reasons why the Policy was not applicable.) In 10 of these 76 concerns (13%), the complainant was unable to meet the burden of proof required by the Policy (including 5 consultations which cited multiple reasons) and in 13 consultations (17%) the complainant did not wish to proceed (including 2 in which multiple reasons were cited). In 10 of these latter concerns (13%) where the complainant did not wish to proceed and 5 of the concerns proceeding under a different university process (7%),

the Policy would have been applicable. (For example, a student with a grade appeal linked to a human-rights based concern of discrimination and harassment may choose to proceed through an academic appeals procedure and highlight the discrimination as a contributing factor to the poor grade.) For the remaining 61 consultations (80%), the concern fell outside of the jurisdiction of the Policy.

Figure 2 tracks the number of mandate complaints under the Policy by ground of prohibited discrimination. As consistent with other years, complaints on the ground of sex are the concerns that most often reach the Equity Office. Complaints of this nature include concerns about unwanted sexual advances or contact, stalking, gender-based discrimination, concerns about differential treatment due to pregnancy or breastfeeding and concerns about discrimination and harassment due to gender identity or gender expression. For example, we have seen an increase in the number of concerns brought to the Equity Office from campus community members who identify as transgender, transsexual or gender variant.

Of the 36 mandate complaints handled by the Equity Office in 2006, 22 cited sex/gender discrimination (61% of all mandate complaints), 11 (31%) cited ethnicity (ancestry, colour, place of origin and/or race) as grounds for discrimination and 4 (11%) cited disability-based discrimination or harassment. There was one complaint each (3% each) which cited age, family status, religion and sexual orientation as a prohibited ground of discrimination. In 2006, with the change in tracking forms, the Equity Office started tracking concerns which have multiple, or intersecting, grounds of discrimination and harassment. There were 4 mandate complaints this year (11%)

Figure 3 Context of Discrimination and Harassment Complaints



which cited more than one ground of prohibited discrimination. Three of these cited 2 grounds of prohibited discrimination (2 of place of origin and race; 1 of sex and sexual orientation) and one complaint cited 3 grounds of prohibited discrimination (race, ancestry and disability). In order not to privilege or give more weight to one ground over another in a complaint with intersecting grounds, we have chosen to report the data as above, although the sum of the grounds is 41, not 36. Thus, to reach N=36, 5 must be deducted from the tally above (sum=41) because there were 9 grounds cited over four complaints.

Data from 2003–2006 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 an anomaly – proportional to the dramatic rise in the same year in complaints alleging discrimination and harassment based on disability. (See Figures 1 and 2, which illustrate the trends of complaints by reason or kind of discrimination.)

Like the BC *Human Rights Code*, the Policy protects UBC students, staff and faculty from discrimination and harassment in service, accommodation and employment. Thus, this type of behaviour will not be tolerated in the various domains of the university – in academics, the workplace, residences, clubs/athletic teams and, new for 2006 (as per the change in tracking forms), UBC Service. Concerns about UBC Services in the past were captured in one of the other 4 categories. However, the addition of a UBC Service category in 2006 allows for more accurate reporting. In previous years, for example, a concern brought forward by a student about a department in UBC Student Services (other than UBC Housing) would have been classified as an “academic” concern because the student’s purpose at UBC is one of academics. However, in this fictitious example, the concern is not about an academic department, an individual professor or the course or classroom environment. It is about the service of a non-academic department. To classify this as an “academic” context, then, was misleading.

Figure 3 illustrates the breakdown of incidents in these various university settings. Employment and academic matters have consistently been the primary sources of Equity complaints over the last four years. Of the 97 complaints handled by the Equity Office in 2006, 46 (47%) fell within the context of academics; whereas 33

(34%) stemmed from the employment context. This year’s figures are consistent with the pattern shown in 2005 where academic concerns outnumbered employment ones. However this differs from 2003 and 2004 where the trend was reversed. To look at the demographics of the 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 2006/2007 winter academic term (data from November 1, 2006), there were a total of 44,161 undergraduate and graduate students (a growth of 9,806 students from 2005), and a total of 11,835 staff and faculty (a growth of 1785) at UBC’s Vancouver campus. Students comprise 79% of the UBC-V community population, while staff and faculty represent 21% 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, athletics/clubs and UBC Service.

Few complaints of discrimination and harassment were brought forth from residence, clubs/athletics and UBC Services in 2006: 6 (6%) involved UBC residences, 2 (2%) arose from the clubs or athletics context and 3 (3%) involved a UBC Service. Seven complaints (7%) fell outside the jurisdictional context of UBC; these include incidents that occurred wholly in the city of Vancouver (or beyond) which did not involve UBC-related activities.

Figure 4 illustrates the gender of parties involved in discrimination and harassment complaints over the last five years. Consistently throughout this time period, women have been more likely to bring matters to the Equity Office than have men. In 2006, out of 97 complaints, 72 (74%) women sought assistance from the Equity Office as complainants to a concern, as compared to 24 (25%) men as complainants.

Of the 72 complaints brought by women, 35 (49%) were against men, 14 (19%) were against other women and 21 (29%) were against a department or the University. In one complaint, a woman complained about the behaviour of a group of people that included people of more than one gender and in one other complaint, a woman received anonymous threats and thus the respondent’s gender remains unknown.

Of the 24 complaints brought by men, 5 (21%) were brought against other men, 3 (13%) were brought against women and 12 (50%) were lodged against the University or a department. An additional 4 complaints (17%) were lodged against respondents of unknown gender. Again, these latter complaints would involve concerns in which the respondents were anonymous.

One concern involved a complaint from an individual complainant who identified as transgender, not as either male or female. This was recorded in our system as coming from a complainant of unknown gender, though obviously this is a limitation of the database. This complaint was made against a department of the University. (Other transgender or gender variant people who do identify as either women or men are included as such in the paragraphs above.)

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 2006, men were named as respondents in 41% of complaints, whereas women were named as respondents in 18% of complaints. One complaint involved a group of respondents of more than one gender. Five complaints (5%) involved respondents of unknown gender. For example, these complaints may have involved anonymous respondents who contacted complainants via email or the telephone or calls from administrators looking for advice in managing a complaint on their own where the identities of the parties may not have been divulged. The largest change from the data of previous years is that, in 2006, a department or the University was much more often named as a respondent than either men or women. In 2006, 34 complaints (35%) named the department or University as the respondent.

As mentioned above, currently, methods of recording the gender of parties to a complaint only allow for categories of male, female, groups comprised of people of more than one gender (categorized as “both”), department/University and unknown gender. This binary conceptualization of gender does not allow for the accurate recording of gender identities of individuals who do not identify as either male or female. For example, this group may include some people who identify as transgender, genderqueer or gender variant. In these instances, we record the gender of self-selection, if one of the male or female labels fit, but we do not have a way to record gender expressions and identities outside of this binary conception of a two-gender system. Similarly, the term “both” reinforces this notion of a binary gender system. Our forms

Figure 4 Gender of Complainants and Respondents

	2003		2004		2005		2006	
Female complainant	24	15%	30	24%	21	19%	14	14%
Female respondent								
Female complainant	58	37%	33	27%	47	42%	35	36%
Male respondent								
Female complainant	1	1%	2	2%	0	0	1	1%
Male and female respondent								
Female complainant	19	12%	9	7%	7	6%	21	22%
Department/University respondent								
Female complainant	10	6%	3	2%	1	1%	1	1%
Unknown respondent								
Male complainant	11	7%	16	13%	16	14%	5	5%
Male respondent								
Male complainant	11	7%	7	6%	11	10%	3	3%
Female respondent								
Male complainant	3	2%	2	2%	0	0	0	0
Male and female respondent								
Male complainant	9	6%	12	10%	5	4%	12	12%
Department/University respondent								
Male complainant	2	1%	3	2%	3	3%	4	4%
Unknown respondent								
Male and female complainant	3	2%	0	0	0	0	0	0
Female respondent								
Male and female complainant	1	1%	0	0	0	0	0	0
Male and female respondent								
Male and female complainant	3	2%	0	0	0	0	0	0
Male respondent								
Male and female complainant	0	0	1	1%	0	0	0	0
Department/University respondent								
Male and female complainant	0	0	2	2%	0	0	0	0
Unknown respondent								
Unknown complainant	1	1%	0	0	0	0	0	0
Male respondent								
Unknown complainant	0	0	0	0	0	0	1	1%
Department/University respondent								
Unknown complainant	0	0	2	2%	0	0	0	0
Unknown respondent								
TOTAL	156	100%	122	100%	111	99%	97	99%

Figure 5 Complaints by Campus Groups

	2003		2004		2005		2006	
Undergraduate Student	48	31%	36	29%	44	40%	46	47%
Graduate Student	26	17%	15	12%	21	19%	16	17%
Support Staff	28	18%	23	19%	14	13%	14	14%
Faculty	20	13%	18	15%	11	10%	8	8%
Management & Professional	15	10%	17	13%	10	9%	7	7%
Administrative Head of Unit	5	3%	5	4%	3	3%	3	3%
Student/Employee Association	0	0	1	1%	1	1%	0	0
Non-UBC	14	9%	6	5%	7	6%	3	3%
Dept/Univ	0	0	1	2%	0	0	0	0
TOTAL	156	100%	122	100%	111	100%	97	99%

Figure 6 Position of Complainants in Relation to Respondents

	2003		2004		2005		2006	
Undergraduate Student	N=48		N=36		N=44		N=46	
Undergraduate Student	17	35%	5	14%	18	41%	9	20%
Graduate Student	0	0	2	6%	1	2%	0	0
Support Staff	2	4%	0	0	2	5%	0	0
Administrative Head of Unit	0	0	0	0	1	2%	1	2%
Management & Professional	2	4%	0	0	3	7%	1	2%
Faculty	9	19%	14	39%	6	14%	9	20%
Student/Employee Association	0	0	0	0	1	2%	1	2%
Non-UBC	8	17%	3	8%	4	9%	4	9%
Department/University	6	13%	7	19%	5	11%	20	43%
Unknown	4	8%	5	14%	3	7%	1	2%
TOTAL	48	100%	36	100%	44	100%	46	100%
Graduate Student	N=26		N=15		N=21		N=16	
Undergraduate	1	4%	1	7%	4	19%	2	13%
Graduate Student	5	19%	0	0	3	14%	2	13%
Support Staff	2	8%	0	0	1	5%	1	6%
Administrative Head of Unit	2	8%	3	20%	0	0	0	0
Management & Professional	0	0	1	27%	2	9%	1	6%
Faculty	9	35%	4	7%	6	28%	3	19%
Student/Employee Association	0	0	0	0	0	0	0	0
Non UBC	3	12%	2	13%	1	5%	1	6%
Department/University	4	15%	2	13%	3	14%	5	31%
Unknown	0	0	2	13%	1	5%	1	6%
TOTAL	26	101%	15	100%	21	99%	16	100%
Support Staff	N=28		N=23		N=14		N=14	
Undergraduate Student	1	4%	4	17%	1	7%	0	0
Support Staff	9	32%	0	0	6	43%	2	14%
Administrative Head of Unit	4	14%	3	13%	1	7%	1	7%
Management & Professional	3	11%	1	4%	4	29%	4	29%
Faculty	4	14%	9	39%	0	0	2	14%
Student Employee Association	0	0	0	0	0	0	0	0
Non-UBC	0	0	0	0	0	0	0	0
Department/University	4	14%	1	4%	1	7%	4	29%
Unknown	3	11%	1	4%	1	7%	1	7%
TOTAL	28	100%	23	100%	14	100%	14	100%
Faculty	N=20		N=18		N=11		N=8	
Undergraduate Student	2	10%	2	11%	3	27%	1	13%
Graduate Student	1	5%	2	11%	2	18%	0	0
Support Staff	0	0	1	5%	0	0	0	0
Administrative Head of Unit	5	25%	3	17%	0	0	1	13%
Faculty	5	25%	4	22%	5	45%	3	38%
Non-UBC	0	0	1	5%	0	0	2	25%
Department/University	5	25%	5	28%	0	0	0	0
Unknown	2	10%	0	0	1	9%	1	13%
TOTAL	20	100%	18	100%	11	99%	8	102%
Management & Professional	N=15		N=17		N=10		N=7	
Undergraduate Student	0	0	0	0	0	0	0	0
Graduate Student	0	0	0	0	0	0	0	0
Support Staff	0	0	0	0	2	20%	1	14%
Administrative Head of Unit	4	27%	2	12%	2	20%	0	0
Management & Professional	4	27%	12	70%	4	40%	3	43%
Faculty	1	7%	2	12%	1	10%	1	14%
Department/University	3	20%	1	6%	1	10%	1	14%
Non-UBC	2	13%	0	0	0	0	0	0
Unknown	1	7%	0	0	0	0	1	14%
TOTAL	15	101%	17	100%	10	100%	7	99%
Administrative Head of Unit	N=5		N=5		N=3		N=3	
Undergraduate	1	20%	2	40%	1	33%	0	0
Graduate Student	0	0	0	0	0	0	0	0
Support Staff	0	0	0	0	0	0	0	0
Administrative Head of Unit	0	0	0	0	1	33%	1	33%
Management & Professional	0	0	0	0	1	33%	0	0
Faculty	4	80%	3	60%	0	0	1	33%
Department/University	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	1	33%
TOTAL	5	100%	5	100%	3	99%	3	99%
Student/Employee Association	N=0		N=1		N=1		N=0	
Administrative Head of Unit	0	0	0	0	0	0	0	0
Management & Professional	0	0	1	100%	0	0	0	0
Faculty	0	0	0	0	1	100%	0	0
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	1	100%	1	100%	0	0
Non-UBC	N=14		N=6		N=7		N=3	
Undergraduate Student	1	7%	1	17%	0	0	0	0
Graduate Student	0	0	0	0	0	0	0	0
Support Staff	0	0	0	0	1	14%	0	0
Administrative Head of Unit	0	0	0	0	1	14%	0	0
Management & Professional	0	0	0	0	0	0	0	0
Faculty	3	21%	0	0	0	0	0	0
Non-UBC	5	36%	0	0	4	57%	0	0
Department/University	4	29%	3	50%	1	14%	3	100%
Unknown	1	7%	1	17%	0	0	0	0
TOTAL	14	100%	6	100%	7	99%	3	100%
Department/University	N=0		N=1		N=0		N=0	
Department/University	0	0	1	100%	0	0	0	0
TOTAL	0	0	1	100%	0	0	0	0

may be modified to better reflect a wider range of possible gender identities and expressions in the future.

As previously explained, the Equity Office and the *Policy on Discrimination and Harassment* serve the students, faculty, and staff of UBC-Vancouver. (Human Rights and Equity Services and the same Policy #3 serve the students, staff and faculty of UBC-Okanagan.) Another effect of the change in tracking forms in 2006 is that we expanded the range of positions that complainants and respondents could hold in the campus community. On our old forms, one's position on campus fell into the following categories: undergraduate student, graduate student, support staff, Administrative Head of Unit, Management and Professional staff, faculty, student/employee association or non-UBC. With the new forms, we are able to also include miscellaneous students (for example, students in non-degree programs). The staff categories have been expanded to better delineate the type of position held by staff at UBC-Vancouver. They now include M&P staff, clerical/secretarial and library staff, trades, technical and service staff and non-faculty instructors. An Administrator category allows for senior executive members, deans and associate deans, directors, department heads/assistant heads and managers and supervisors. The faculty category has been expanded to include sessional or adjunct faculty, tenured or tenure-track faculty and post-docs, fellows and visiting faculty. Lastly, an "other" category allows for both unknown and non-UBC status to be recorded.

In order to best compare the data to that of previous years, we have combined some of these categories on the chart. However, in the text description, we will also include the breakdown of sub-categories within the larger group.

As with previous years, students are the most likely group to access the Equity Office. Students brought 62 (64%) of the 97 complaints in 2006. Undergraduates brought almost three times as many concerns (44, or 73% of student complaints) to the Equity Office than did graduate students (16 or 27% of student concerns). Two students (3%) in the "miscellaneous student" category brought forward concerns. For the purpose of data comparison, miscellaneous students were combined with undergraduate students in Figure 5.

Faculty complaints comprised 8 (8%) of the 97 complaints in 2006, which is slightly down from last year's faculty numbers. Of these 8 faculty members, 2 (25%) were sessional or adjunct professors, 5 (63%) were tenured or tenure-track professors and 1 (13%) was a post-doc, fellow or visiting scholar.

Staff brought 21 (22%) of the 97 complaints in 2006, consistent with 2005 but significantly fewer than in 2004. Support staff brought 14 (67%) of these 21 concerns forward and management and professional staff brought forward 7 (33%) concerns. Viewing data from the expanded categories on the new forms, we can see that, within the staff category, 7 concerns (33%) were brought forward by secretarial, clerical or library staff, 7 (33%) by trades, technical or service staff and 7 (33%), as said above, by management and professional staff.

A relatively small number of complaints stemmed from Administrators (3, or 3%) and non-UBC complainants (3, or 3%). In the administrative head of unit category, 2 of the 3 complaints (67%) came from department heads or assistant heads and 1 (33%) came from a manager/supervisor. No complaints were lodged by student or employee groups or university departments this year. 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-Vancouver 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 2006, undergraduates raised most of their equity concerns against the University or a department (20 of 46, or 43%). This is a shift from previous years in which undergraduate students raised most of their concerns about other undergraduate students. (To make the data from 2006 comparable to earlier years, students categorized as miscellaneous students on the new tracking forms were counted as undergraduate students.) Of the 46 undergraduate initiated complaints, 9 complaints (20%) named other undergraduate students as respondents and a similar number (9, or 20%) named members of faculty. Four complaints (9%) were lodged against non-UBC respondents and one each (2% for each) were raised against an administrative head of unit, management and professional staff, a student or employee association, and an unknown respondent.

Graduate students also raised most of their equity-related concerns against a department or the University (5 concerns of 16, or 31%). This is a change from 2005 when faculty were the respondents in most of these complaints. In 2006, 3 complaints were lodged against faculty (19%) and 2 each (13%, 13%) against undergraduate students and graduate students. Graduate students also named support staff, management and professional staff, non-UBC persons, and unknown persons as the respondent in one concern each (6% for each).

Four complaints brought by support staff (N=14) in 2006 named management and professional staff (29%) and a department or the University (29%) as respondents. Fellow support staff and faculty were respondents to concerns brought by support staff in 2 instances each (14% for each). For 2 other complaints, support staff named an administrative head of unit as a respondent in one complaint (7%) and an unknown person (7%) as the respondent in one other complaint.

The faculty initiated 8 complaints with the Equity Office in 2006, naming other faculty members in 38% of the situations (3 complaints). Two complaints named non-UBC respondents (25%) and in one complaint each (13% for each), a member of faculty named an undergraduate student, an administrative head of unit or an unknown person as the respondent.

Management and Professional staff raised 7 concerns; 3 of which were against other M&P staff (43%) and one each against a member of the support staff (14%), faculty (14%), a department or the University (14%) and an unknown respondent (14%).

Lastly, both non-UBC complainants and administrative heads of units raised 3 concerns each. All 3 of the concerns (100%) from the non-UBC complainants named a department or the University as the respondent. Non-UBC complainants do not have redress through our policy so these concerns were treated as consultations and the parties were referred elsewhere for assistance. Of the 3 concerns raised by administrative heads of units, 1 each named another administrative head of unit (33%), a member of faculty (33%) and an unknown person (33%) as the respondent.

Although we have not made this comparison in previous years, Figure 7 shows the positions of respondents by campus group. Fourteen (14%) of 97 respondents were students. Of these 14, 11 (79%) were undergraduates, 2 (14%) were graduate students and 1 (7%) fell in the miscellaneous student category.

Nineteen (20%) of 97 total complaints were brought against faculty members. Of these, 13 (68%) named tenured or tenure-track professors as respondents and 6 (32%) named sessional or adjunct professors.

Staff were named as respondents in 13 complaints (13%). Of these, 9 complaints (69%) were lodged against management and professional staff. Three complaints (23%) named trades, technical and services staff members as respondents and one complaint (8%) named a clerical, secretarial or library staff member as the respondent.

Administrative Heads of Units comprised 4 (4%) of the respondents. In 2 (50%) of these 4 complaints, directors were named as the respondents and a dean or associate dean and manager or supervisor was each named once (25%, 25%).

The greatest number of complaints named a department or the University as a respondent (33 complaints, or 34%). Five complaints (5%) involved a non-UBC respondent, 1 involved a student or employee association (1%) and 8 complaints involved an unknown respondent (8%).

Figure 7 Position of Respondents by Campus Groups

Campus Groups	2006 N=97	
STUDENTS	N=14	14%
Undergraduate Student	11	
Graduate Student	2	
Miscellaneous Student	1	
STAFF	N=13	13%
Clerical, Secretarial and Library	1	
Trades, Technical and Services	3	
Management & Professional	9	
Non-Faculty Instructors	0	
FACULTY	N=19	20%
Sessional and Adjunct	6	
Tenure and Tenure-Track	13	
Post Doc/Fellow/Visiting Scholar	0	
ADMINISTRATIVE HEAD OF UNIT (AHU)	N=4	4%
Senior Executive	0	
Dean/Associate Dean	1	
Director	2	
Department Head/Assistant Head	0	
Manager/Supervisor	1	
OTHER	N=47	
Student/Employee Association	1	1%
Dept/Univ	33	34%
Non-UBC	5	5%
Unknown	8	8%
TOTAL	97	99%

Figure 8 Human Rights Based Behavioural Descriptions of Complaints: Interpersonal and Systemic

INTERPERSONAL COMPLAINTS	2003 N=96	2004 N=73	2005 N=75	2006 N=46
Poisoned Environment				
Unwelcome verbal or non-verbal behaviour (insults, slurs, jokes, innuendo etc)	10	10%	7	10%
* Unwelcome written or visual behaviour (email, graffiti, video, letter etc)	15	16%	11	15%
TOTAL	25	26%	18	25%
Biased Conduct or Behaviour				
Biased Academic Decisions	11	11%	13	18%
Biased Employment Decisions	15	16%	13	18%
Exclusion of Denial of Access	14	11%	15	21%
TOTAL	40	38%	41	57%
Retaliation				
Retaliation	3	3%	2	3%
TOTAL	3	3%	2	3%
Unwelcome Physical Conduct, Assault or Threat of Assault				
** Unwelcome physical attention (touching, staring, following – behaviour that is not stalking or assault)	11	11%	5	7%
Stalking				
*** Threats	17	18%	7	10%
Assault				
TOTAL	28	29%	12	17%
Multiple Behaviours Alleged				
Unwelcome written or visual behaviour AND Threats				1
Unwelcome written or visual behaviour AND Stalking				1
Unwelcome written or visual behaviour AND Unwelcome physical attention				1
Unwelcome verbal or non-verbal behaviour AND Retaliation				1
Unwelcome verbal or non-verbal behaviour AND Unwelcome written or visual behaviour				1
Unwelcome verbal or non-verbal behaviour AND Unwelcome written or visual behaviour AND Stalking				1
TOTAL				6
				12%
SYSTEMIC COMPLAINTS				
	2003 N=5	2004 N=5	2005 N=4	2006 N=6
Policies and Procedures				2
Curriculum				1
Environment				3
Systemic (single category from old forms)	5	100%	5	100%
TOTAL	5	100%	5	100%

Behavioural descriptions for systemic complaints include allegations of:

In Policies and Procedures: unwelcome verbal or non-verbal behaviour; biased academic decisions

In Curriculum: biased academic decisions

In Environment: denial or exclusion of access (x2); biased employment decisions

* data from merged categories on old forms of unwelcome verbal/written advance AND Offensive visual material

** data from old category of following/staring/stalking

*** data from merged old categories of non-physical verbal/written threats AND assault or threats of assault: unwelcome sexual attention AND assault or threat of assault: unwelcome physical contact

Figure 9 Non-Human Rights Based Behavioural Descriptions of Complaints

Non-Human Rights Issue	2003 N=55		2004 N=44		2005 N=32		2006 N=45	
Interpersonal Conflict	29	53%	18	41%	15	47%	15	33%
Bullying/Personal Harassment	5	9%	9	20%	5	16%	18	40%
Other	21	38%	17	39%	12	38%	12	27%
TOTAL	55	100%	44	100%	32	101%	45	100%

Behavioural Descriptions of Non-Human Rights Complaints

Unwelcome verbal or non-verbal behaviour (insults, slurs, jokes, innuendo etc)	n/a	n/a	n/a	23	40%
Unwelcome written or visual behaviour (email, graffiti, video, letter etc)	n/a	n/a	n/a	2	4%
Unwelcome physical attention (touching, staring, following - not stalking or assault)	n/a	n/a	n/a	1	2%
Threats	n/a	n/a	n/a	2	4%
Assault	n/a	n/a	n/a	1	2%
Retaliation	n/a	n/a	n/a	0	0%
Biased Academic Decisions	n/a	n/a	n/a	11	19%
Biased Employment Decisions	n/a	n/a	n/a	6	11%
Exclusion of Denial of Access	n/a	n/a	n/a	6	11%
Not Specified				5	9%
*Multiple behavioural descriptions cited				*6	
TOTAL				45	102%

* Multiple behavioural descriptions for individual complaints include allegations of:

Threats AND Biased Academic Decisions	n/a	n/a	n/a	1
Unwelcome Verbal or Non-Verbal Behaviours AND Unwelcome Written or Visual Behaviours	n/a	n/a	n/a	1
Unwelcome Verbal or Non-Verbal Behaviours AND Assault	n/a	n/a	n/a	1
Unwelcome Verbal or Non-Verbal Behaviours AND Threats	n/a	n/a	n/a	1
Biased Employment Decisions AND Exclusion of Denial of Access	n/a	n/a	n/a	1
Biased Academic Decisions AND Exclusion of Denial of Access	n/a	n/a	n/a	1

*included above – 6 concerns cited 2 types of behaviours so subtract 12 from total to reach N=45

Again, with the change of tracking forms, the type of data collected on behavioural descriptions of complaints has also changed. In the past, we reported on behaviours that fell into one of 5 categories: poisoned environment, assault, retaliation, other forms of discrimination and allegations not covered by the Policy. Behaviours in the first 4 categories were ones covered by the Policy and, as such, contained a human rights ground of prohibited discrimination. Behaviours not covered by the policy would be complaints brought to the Equity Office without a human rights element, as defined by the Policy. This year, we are reporting on human-rights based behavioural descriptions of complaints separately from non-human rights based complaints.

With the tracking form change in 2006, a number of new categories were devised to better reflect the range of behaviours people allege in their complaints. We also gleaned a richer description of the types of behaviours for complaints that did not involve a human rights ground. This data is not directly comparable to the categories of previous years. This year, we also allowed more than one choice of behavioural description per complaint, if the situation required it. Thus, to give the most accurate picture of the 2006 data, we have chosen to report it using the new categories and, as much as possible, insert the data from previous years into the new categories. (Where data did not easily translate from the older sub-categories to the new ones, this is noted on the Figure 8 or 9 itself.)

Figure 8 illustrates the kinds of human-rights based behaviour (both interpersonal [N=46] and systemic [N=6]) about which individuals complain when they seek assistance from the Equity Office. Unlike previous years, we have divided this data into two charts and now report interpersonal behavioural descriptions separate from those of systemic complaints.

As Figure 8 illustrates, in 2006, the greatest number of interpersonal human-rights based complaints (16 of 46 or 34%) fell into the category of Biased Conduct or Behaviour. However, unwelcome verbal or non-verbal behaviour (insults, slurs, jokes, innuendo etc) in the Poisoned Environment category comprised the greatest number (12 or 26%) of all human rights based interpersonal complaints. Thirty percent (or 14 complaints) fell within this latter category. Twenty-one percent (10 complaints) of all interpersonal human rights based complaints were in the category of Unwelcome Physical Conduct, Assault or Threat Of Assault and 6 complaints (12%) involved multiple behavioural descriptions. There were no complaints in the Retaliation category in 2006.

As Figure 8 also illustrates, there were 6 complaints in 2006 of discrimination or harassment of a systemic nature involving Policies and Procedures (2 complaints, or 33%), Curriculum (1 complaint, or 17%) or Environment, including lack of full accessibility of a physical environment (3 complaints, or 50%). The behavioural descriptions of systemic complaints involved allegations of unwelcome verbal or non-verbal behaviour, biased academic or employment decisions and exclusion or denial of access.

In 2006, there was a noticeable drop in interpersonal complaints of a human-rights based nature from previous years, but a corresponding rise in non-human rights based allegations. Figure 9 shows behavioural descriptions for the 45 complaints which did not have a human rights-based element. The latter group involves allegations of Interpersonal Conflict (15 complaints or 33%), Bullying and Personal Harassment (18 complaints or 40%) and Other non-human rights based complaints (12 complaints or

27%), such as academic misconduct, contract or services issues, inappropriate remarks, academic disputes and unfair dismissal. Behavioural descriptions of these complaints most often cited unwelcome verbal or non-verbal behaviours (23 complaints or 40%) and biased academic decisions (11 complaints or 19%).

UBC Okanagan – Complaints and Consultations Received in 2006

Human Rights and Equity Services (HES) at UBC Okanagan received 20 mandate cases and offered 10 non-mandate consultations during 2006. With such a small sample of cases, there is a danger that providing too much specific information might disclose personal or confidential information. 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.

Twenty mandate cases were received by HES. The protected grounds in these cases were: Race (9 or 45%); Sexual Orientation (5 or 25%); Disability (3 or 15%) and Sex (3 or 15%). Seven (35%) cases were resolved informally by the Administrative Head of Unit, 12(60%) received information from HES and 6(30%) withdrew their complaints after receiving information from HES. One complaint by a student was investigated by the Administrative Head of Unit and the allegations of race discrimination were not found to be substantiated.

There were 10 non-mandate consultations and referrals. Of those, 5(50%) involved interpersonal conflicts, 3(30%) were covered under other UBC policy or procedures, 1(10%) related to personal harassment and 1(10%) was not under UBCO jurisdiction.

Figure 10 UBC Okanagan – Discrimination & Harassment Complaints Covered v. Not Covered Under UBC's Policy

	2005		2006	
Covered under UBC's Policy	Out of 13 total complaints, 2 covered under Policy (15%)		Out of 30 total complaints, 20 covered under Policy (67%)	
Race			9	47%
Sexual Orientation			5	25%
Disability	1	50%	3	15%
Sex			3	15%
Religion	1	50%		
TOTAL	2	100%	20	100%

	2005		2006	
Not Covered under UBC's Policy	Out of 13 total complaints, 11 not covered under Policy (85%)		Out of 30 total complaints, 10 not covered under Policy (33%)	
Interpersonal Conflict			5	50%
Behaviour covered under other				
UBC policy or procedures	8	73%	3	30%
Personal Harassment	1	9%	1	10%
Respondent and/or context not under				
UBCO jurisdiction	2	18%	1	10%
TOTAL	11	100%	10	100%



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