THE UNIVERSITY OF CENTRAL FLORIDA

OFFICE OF INSTITUTIONAL EQUITY
INVESTIGATION PROCEDURES

These procedures, effective for all reports made to the Office of Institutional Equity (OIE) on or after June 1, 2017, govern OIE’s investigation process when a University of Central Florida employee or other individual associated with the University is alleged to have violated any University policy or regulation within OIE jurisdiction.1 These procedures apply to the policy referenced in UCF Regulation 3.001 (Non-Discrimination and Affirmative Action Programs) and the University’s Prohibition of Discrimination, Harassment and Related Interpersonal Violence Policy, and implement the procedures referenced in UCF Regulation 3.0134 (Grievances Alleging Discrimination).

Individuals wanting to report discrimination, discriminatory harassment, and/or retaliation are encouraged to contact OIE as soon as possible following an incident to allow for internal resolution of their complaints, and to connect employees and students with appropriate resources. These procedures govern OIE’s investigations of alleged violations of university policies and regulations. Suspected crimes or any behavior that poses an imminent risk to any person or the university community should be reported immediately to law enforcement.

OIE will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this investigation process. Such arrangements may include, but are not limited to, providing qualified interpreters or assuring a barrier-free location for the proceedings.

I. UNIVERSITY POLICIES UNDER OIE’s JURISDICTION

A. The University prohibits unlawful discrimination in education, employment, and the provision of services on the basis of legally protected characteristics [race, color, ethnicity, national origin, religion, non-religion, age, genetic information, sex (including pregnancy and parental status), gender identity or expression, sexual orientation, marital status, physical or mental disability (including learning

1 Hereinafter, all references to “University” include any UCF campus and instructional site, including the University of Central Florida’s Main Campus, Rosen College of Hospitality Management, Health Sciences Campus, Altamonte Springs, Cocoa, Daytona Beach, Leesburg, Ocala, Palm Bay, Sanford/Lake Mary, South Lake, Valencia East, Valencia Osceola, and Valencia West. Also, these procedures apply when an employee, contractor, vendor, visitor, resident, guest or other third party affiliated with the University is alleged to have violated any University policy falling under OIE jurisdiction.

These procedures do not govern reports in which a University of Central Florida student is alleged to have violated any University policy or regulation (see http://osc.sdes.ucf.edu/). Those reports are governed The Golden Rule (see http://goldenrule.sdes.ucf.edu/).
disabilities, intellectual disabilities, and past or present history of mental illness),
political affiliations, prior conviction of a crime, veteran’s status (as protected
under the Vietnam Era Veterans’ Readjustment Assistant Act), or membership in
any other protected classes as set forth in state or federal law]. More specifically,
the University prohibits discrimination, as well as discriminatory harassment,
sexual assault, sexual exploitation, relationship violence, stalking, sexual or
gender-based harassment, complicity in the commission of any of these acts, and
retaliation against a person for reporting, in good faith, any of these forms of
misconduct or participating in or being a party to any investigation or proceeding
related to any of these forms of misconduct under University policies and
regulations (“Prohibited Conduct”).

B. In accordance with University policies and regulations, all parties who participate
in the good-faith reporting, filing, investigation, and/or proceedings related to
reports of discrimination or discriminatory harassment under these procedures
shall be free from retaliation on the basis of their participation in this process.

II. GENERAL PROVISIONS

A. Who May File a Complaint & Scope of Procedures
   i. Reports of Prohibited Conduct may be filed by Students, Employees, or
      Third Parties.
      1. “Complainant” means the individual who discloses having been
         subjected to any Prohibited Conduct under University policies and
         regulations, regardless of whether that person makes a report or
         seeks action under University policies and procedures.
      2. “Respondent” means the individual or group who has been
         accused of violating University policies or procedures.
   ii. These procedures apply to reports of Prohibited Conduct made against the
       following:
       1. University Employees, including graduate students with classroom
          responsibilities;
       2. Direct Support Organization non-student employees; or
       3. Third Parties when: (a) the conduct occurred on campus or other
          property owned or controlled by the University; (b) the conduct
          occurred in the context of a University employment or education
          program or activity, including, but not limited to, University-
          sponsored study abroad, research, on-line, or internship programs;
          or (c) the conduct occurred outside the context of a University
          employment or education program or activity, but has continuing
          adverse effects on or creates a hostile environment for Students,
          Employees, Direct Support Organization non-student employees,
          or Third Parties while on campus or other property owned or
          controlled by the University or in any University employment or
          education program or activity.
B. Support Persons/Advisors
Complainants, Respondents, and witnesses shall have the right to have one (1) support person/advisor of their choice accompany them to any meeting with OIE related to a report or investigation under these procedures. A support person/advisor is any individual who provides the complainant or respondent with support, guidance or advice. The support person/advisor can be anyone – a friend, parent, professor, attorney, or anyone else the complainant or respondent would like to have with them. This individual will not be permitted to participate in or obstruct the interview. An individual who is reasonably likely to participate as a witness in the investigation may not serve as a support person/advisor during any substantive interview. It is within OIE’s discretion whether to reschedule a meeting due to a support person’s/advisor’s unavailability. Parties and witnesses must give prior notice to the investigator when any other person will be attending a meeting with OIE.

Interpreters and translators also may attend the interviews (in addition to a support person/advisor).

C. Right to File External Complaint
i. Complainants shall be advised of their right to file an external complaint with the applicable state and/or federal agency that enforces laws concerning non-discrimination and anti-harassment in employment or education such as the Florida Commission on Human Relations (FCHR), the Equal Employment Opportunity Commission (EEOC), and the Office for Civil Rights (OCR). See Appendix I for agency contact information. There is no requirement that individuals file a complaint with OIE before filing an external complaint.

ii. When an external complaint has been filed, OIE and the Office of General Counsel (General Counsel) will review the complaint and determine on a case-by-case basis whether OIE will conduct its own, internal investigation or, if OIE has already commenced an investigation, whether such investigation will be discontinued in light of the external filing. As a general matter, when an individual chooses to file an external complaint, OIE will cease processing any complaint on the same subject.

D. OIE Files
OIE will create and maintain a file related to each report of Prohibited Conduct as described herein. The University is committed to protecting the privacy of all individuals involved in the investigation and resolution of a report. OIE will take reasonable efforts to protect the privacy of participants, in accordance with applicable state and federal law, while balancing the need to gather information to assess the report and to take steps to eliminate the discrimination, harassment or retaliation; prevent its recurrence; and remedy its effects. However, OIE records may be
disclosed as required by Florida’s public records laws. Redactions required by the law will be made prior to production of the records (i.e. FERPA).

E. Informal Resolution
Nothing in these procedures precludes an individual from seeking to discuss or resolve concerns independently with the University’s Ombudsperson. The Ombuds Office serves as a neutral resource that provides confidential and informal assistance to employees (including graduate students). http://www.ombuds.ucf.edu/

III. WHERE AND HOW TO REPORT PROHIBITED CONDUCT

A. A report of Prohibited Conduct may be made in written or verbal form to OIE:

Main Campus, Wayne Densch 1, Building 38, Suite 123
Mailing Address: 12692 Gemini Blvd. S., Suite 123, Orlando, FL 32816-0030
Phone: 407-823-1336; Email: oie@ucf.edu; Fax: 407-882-9009.

B. The following information should be included in reports/complaints (to the extent known): the identities of the Complainant(s) and Respondent(s), the approximate date of the incident(s), a description of the concerning behavior, and, if applicable, the protected characteristic(s) alleged to be the basis of the discrimination or harassment.

IV. JURISDICTIONAL REVIEW & ASSESSMENT OF MERITS

A. OIE will review any report made to its office to determine whether OIE has jurisdiction to investigate. If not, OIE will advise the reporting person and will not investigate the report further. However, OIE may, in its discretion, refer the report to other appropriate University offices for further review.

B. If OIE has jurisdiction, it will then conduct an assessment of the merits of the allegations to determine whether the conduct at issue, if it occurred as alleged, would constitute a violation of University policies or regulations. To make this determination, OIE’s analysis is guided by state and federal law. If OIE determines that the conduct would not violate University policies and procedures even if all the allegations are credited, OIE will advise the Complainant of its determination and will not undertake further investigation. OIE may notify other individuals (including the Respondent) or offices within the University of the reported allegations in order to mitigate the impacts of any potentially discriminatory conduct.
C. If, based on the allegations, OIE determines that the alleged conduct may violate University policies or regulations, the investigation will proceed as described below. 

V. THE INVESTIGATION

A. OIE will send a Notice of Investigation to the Complainant and Respondent when it determines that it will initiate an investigation. OIE may determine an investigation must proceed even in the absence or withdrawal of Complainant participation.

B. Respondents will be informed of the allegations against them and given an opportunity to respond. Respondents also will be informed that they may enlist the assistance of their union representative, if applicable, for support throughout this process. As their support person/advisor (sec. II(b)), a Respondent’s union representative may accompany the Respondent to any meetings with OIE. 

C. The standard of proof utilized in OIE’s investigations is Preponderance of the Evidence, which is defined as that degree of relevant evidence which a reasonable mind, considering the record as a whole, might accept as sufficient to support a conclusion that the matter asserted is more likely to be true than not true.

D. OIE will invite the parties, as well as witnesses determined, in OIE’s discretion, to have relevant information, to an interview with an OIE staff member. Parties and witnesses (as well as individuals assisting or supporting such persons) may not make a recording of the interview unless required as a reasonable accommodation for a disability. OIE also will obtain and review relevant documents or other evidence provided to or obtained by OIE.

E. During the course of the investigation, OIE will provide the Complainant and Respondent with the opportunity to review their respective interview summaries and to provide any additional information. The Complainant and Respondent will have three (3) business days to provide any additional information to their interview summaries, and OIE will incorporate changes where appropriate.

F. OIE strives to complete its investigation process within sixty (60) calendar days of its Notice of Investigation to the parties. This timeframe may be extended for good cause, which includes but is not limited to: investigations where additional time is necessary to ensure the integrity and completeness of the investigation; to comply with a request by external law enforcement for temporary delay to gather

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2 In matters where the Respondent is a Third Party, OIE will review the information and correspond with the Third Party directly or the entity that manages the Third Party to address the allegations. OIE will not issue a Notice of Investigation or Investigative Report as set forth below.

3 Information regarding collective bargaining units is set forth in Appendix II.
evidence for a criminal investigation; to accommodate the availability of parties and/or witnesses; to account for University breaks or vacations; to account for complexities of a case, including the number of witnesses and volume of information provided by the parties; or for other legitimate reasons. If OIE determines that the investigation may exceed sixty (60) calendar days, the investigator will advise both the Complainant and Respondent.

G. OIE will notify the parties of its findings in writing at the conclusion of its investigation (Investigative Report). OIE also will notify the Office of the President, Provost or appropriate Vice President, and any other individual or office that may need to know the information.

H. OIE does not determine corrective actions for personnel, which may include discipline. The President, Provost or appropriate Vice President (or designee) will determine what corrective action will be taken and assign implementation of the corrective action. These actions may include but are not limited to a specific remedy for the Complainant, policy changes, disciplinary action against the Respondent, reconsideration of an action, or other remedies. A monitoring schedule also may be prescribed.

VI. WRITTEN RESPONSE TO OIE’S INVESTIGATIVE REPORT

A. Both the Complainant and Respondent have the option to submit a written response to OIE’s Investigative Report.

B. All written responses will be added to and maintained with OIE’s file pertaining to the outcome.

C. There is no appeal step within OIE’s procedures. Disciplinary actions which rely on an OIE Investigative Report may be appealed through existing disciplinary processes. State or federal civil rights agencies may be contacted by the Complainant as appropriate.
APPENDIX I

MOST COMMONLY USED CIVIL RIGHTS ENFORCEMENT AGENCIES

The following list is intended as helpful information, not a definitive guide, to every possible agency. The University may accept a contract from a new agency at any time or a contract may end, thus terminating University affiliates’ rights to pursue a complaint through that agency. Jurisdiction will be communicated to a potential complainant by each agency or organization.

Florida Commission on Human Relations (FCHR)
4075 Esplanade Way, Room 110
Tallahassee, FL 32399
PHONE: (850) 488-7082
TOLL-FREE: 1-800-342-8170
FAX: (850) 487-1007
EMAIL: fchrinfo@fchr.myflorida.com
For Those with Communication Impairments:
The Florida Relay Service Voice (statewide) 711
TDD ASCII: (800) 955-1339
TDD Baudot: (800) 955 – 8771
http://fchr.state.fl.us/file_a_complaint

U.S. Equal Employment Opportunity Commission (EEOC)
Miami Tower
100 SE 2nd Street, Suite 1500
Miami, FL 33131
PHONE: 1-800-669-4000
FAX: (305) 808-1855
TTY: 1-800-669-6820
A SL VIDEO PHONE: (844) 234-5122
https://www.eeoc.gov/employees/howtofile.cfm

U.S. Department of Education
Office for Civil Rights/Atlanta Office (OCR)
U.S. Department of Education
61 Forsyth Street S.W., Suite 19T10
Atlanta, GA 30303-8927
PHONE: (404) 974-9406
FAX: (404) 974-9471
EMAIL: OCR.Atlanta@ed.gov
TDD: (800) 877-8339
https://www2.ed.gov/about/offices/list/ocr/docs/howto.html
OTHER EXTERNAL ENFORCEMENT AGENCIES

If the issue of concern falls within a program funded by one of the following agencies, complaint processes may be available to University students, faculty, or staff:

**NASA**
Office of Diversity and Equal Opportunity  
300 E Street SW, Room 4W39  
Washington, DC 20546  
HOTLINE: (866) 654-1440  
PHONE: (202) 358-2167  
FAX: (202) 358-3336  
EMAIL: AssistedProgramComplaint@NASA.gov  
TDD: (202) 358-3748  

**U.S. DEPARTMENT OF ENERGY**
Office of Economic Impact & Diversity  
1000 Independence Avenue, SW  
Washington, DC 20585  
PHONE: (202) 586-8363  
FAX: (202) 586-3075  
https://energy.gov/diversity/services/protecting-civil-rights

**U.S. DEPARTMENT OF AGRICULTURE**
U.S. Department of Agriculture  
1400 Independence Ave., SW  
Washington, DC 20250  
HOTLINE: (202) 720-2791  
https://www.usda.gov/contact-us
U.S. GEOLOGICAL SURVEY
USGS National Center
12201 Sunrise Valley Drive
Reston, VA 20192
PHONE: 703-648-5953; 1-888-275-8747
https://www2.usgs.gov/ask/

U.S. AIR FORCE
4040 N. Fairfax Dr. Suite 500
Washington D.C. 20003
HOTLINE:  1-888-231-4058

U.S. ARMY
1500 Defense Pentagon
Washington, DC 20310
HOTLINE: 1-877-447-4487  PHONE: 800-872-2769

U.S. COAST GUARD
2703 Martin Luther King Jr. Ave, S.E.
Stop 7000
Washington, D.C. 20593-7000
PHONE:  1-888-992-7387
https://www.uscg.mil/civilrights/ContactUs.asp

U.S. DEPARTMENT OF COMMERCE
1401 Constitution Avenue, N.W.
Washington, D.C. 20230
PHONE:  (202) 482-0625
V: 202-482-4481
TTY: 202-482-2030

U.S. DEPARTMENT OF DEFENSE
DoD OIG Equal Employment Opportunity Office
4800 Mark Center Drive, 12E24
Alexandria, VA 22350-1500
HOTLINE: 800-424-9098
http://www.dodig.mil/eeo/process.html

U.S. DEPARTMENT OF INTERIOR
1849 C Street, N.W.
Washington DC 20240
PHONE: (202) 208-3100
https://www.doi.gov/pmb/eeo/Complaints-Procedures
U.S. DEPARTMENT OF JUSTICE
Office of Justice Programs
U.S. Department of Justice
810 7th Street, NW
Washington, DC 20531
http://www.ojp.gov/about/ocr/complaint.htm

U.S. DEPARTMENT OF STATE
Office of Civil Rights (S/OCR)
2201 C Street, NW
Washington, DC 20520
PHONE: (202) 647-9295 or (202) 647-9294
FAX: (202) 647-4969
EMAIL: socr_direct@state.gov
http://www.state.gov/s/ocr/

U.S. DEPARTMENT OF TRANSPORTATION
Departmental Office of Civil Rights
1200 New Jersey Ave, S.E.
Washington, DC 20590
PHONE: 202-366-4648
FAX: 202-366-5575
TTY/Assistive Device: 202-366-9696
https://www.transportation.gov/civil-rights/complaint-resolution/complaint-process

U.S. DEPARTMENT OF THE TREASURY
Director, Office of Civil Rights and Diversity
1500 Pennsylvania Avenue NW
Washington, DC 20220
FAX: 202-622-0367
https://www.treasury.gov/about/organizational-structure/offices/Mgt/Pages/discrimination-complaint.aspx

U.S. DEPARTMENT OF VETERANS AFFAIRS
Department of Veterans Affairs Office of Resolution Management (08)
810 Vermont Avenue, NW
Washington, DC 20420
1-844-MYVA311 (1-844-698-2311)
Resolution Support Center 888-566-3982
https://www.va.gov/orm/
http://www.oedca.va.gov/
U.S. ENVIRONMENTAL PROTECTION AGENCY
Office of Civil Rights (1201A)
1200 Pennsylvania Ave NW
Washington, DC 20460
PHONE: (202) 564-7272
FAX: (202) 501-1836
https://www.epa.gov/ocr

U.S. MARINE CORPS
Pentagon, Room 2A270
Washington, D.C. 20350-3000
PHONE: (571) 256-8301/8302/8304
http://www.hqmc.marines.mil/igmc/Resources/Submit-a-Complaint-/)
APPENDIX II

COLLECTIVE BARGAINING UNITS

If the issue of concern is experienced by a member of a collective bargaining unit, complaint processes may be available to those University faculty or staff. Information can be found as follows:

American Federation of State, County, and Municipal Employees (AFSCME)
http://hr.ucf.edu/web/employeerelations/AFSCME.shtml

Police Benevolent Association (PBA)
http://hr.ucf.edu/web/employeerelations/PBA.shtml

United Faculty of Florida (UFF)
http://www.uffucf.org/