How to proceed with a concern or complaint as a student at FIFSW, University of Toronto

Step 1: Are you experiencing, or have you witnessed an incident which requires immediate emergency assistance?

- Yes → **Call 911** and **Campus Safety 416-978-1458**
  Download the U of T Campus Safety App in the App Store on your smartphone
  You may also contact U of T My Student Support at 416-380-6578 or 1-844-451-9700; Good2Talk Student Helpline 1-866-925-5454
- No ↓

Are you willing to address your concern/complaint directly with the individual(s) who you believe are engaged with your concern?

- Yes → If resolution has been reached:
  Follow-up plans in place with the individual you spoke with
- No ↓

Step 2: Are you willing to address your concern/complaint with our EDI director?

- Yes → If resolution has been reached:
  Follow-up plans in place with the individual you spoke with
- No ↓

*Alternatively, you may talk to faculty or staff who can liaise your concern to the EDI Director

Step 3: If none of the above steps are choices you would like to make, you have the option to file a formal complaint directly with an Equity Office.

- Yes → If resolution has been reached:
  Follow-up plans in place with the individual you spoke with
- ↓

If resolution has not been reached:
Student advised to proceed to next steps in Steps 2 & 3

Step 4: An Equity Officer, in consultation with senior administration, will decide whether or not to conduct an investigation and the potential investigation will beset out.
An Equity Officer will speak with you about available option and resources that can assist you with addressing your concern(s).

Step 5: An investigation will commence. The complainant will be advised if the concern/complaint is found to be substantitated or not. If it is found to be unsubstantiated, it will be dismissed. If a concern/complaint is found to be substantiated, steps will be taken to address the conduct that has occurred and to prevent reoccurence.

- Complaint addressed or dismissed
- If you are not satisfied with the outcome that has been achieved through following the steps in this complaint process, you are able to request a review by writing to the Office of the Vice-Provost Students within **20 days** of being notified of the result.