

CALIFORNIA STATE UNIVERSITY, FRESNO
COMPLAINT ACTION GUIDELINES
 FOR MANAGERS AND DEPARTMENT CHAIRS

NATURE OF COMPLAINT OR PROBLEM	WHO/WHAT IS THE COMPLAINT ABOUT?	WHO IS BRINGING THE COMPLAINT TO YOUR ATTENTION?	ACTION
Discrimination, Sexual Harassment, or Harassment based on any other discrimination basis*	University Employee or member of the public on campus	Anyone	Direct the person to AVP for Human Resources, 278-2364; or AVP for Faculty Affairs, 278-3027
Discrimination, Sexual Harassment, or Harassment based on any other discrimination basis*	Student (Victim or Perpetrator)	Anyone	Direct the person to AVP for Human Resources, 278-2364
Discrimination, Sexual Harassment, or Harassment based on any other discrimination basis*	Foundation/Auxiliary Employee	Anyone	Direct the person to Foundation/Auxiliary Human Resources, 278-0865
Sexual Assault	Anyone	Anyone	DIAL 911; Direct the person to AVP for Human Resources, 278-2364
Intimidation/Threat to Safety	Anyone	Anyone	Contact University Police dispatch at 278-8400; EMERGENCY DIAL 911
Class structure/organization and office hours	Faculty	Student	Department Chair, then Dean (if unresolved)
Faculty behaves unprofessionally or inappropriately	Faculty	Colleague, Staff Member, or Student	Department Chair, then Dean (if unresolved)

* Unlawful Discrimination Basis - sex, gender, race, color, ancestry, religious creed, national origin, physical or mental disability, medical condition, age, marital status, sexual orientation, or past and present membership of the uniformed services, including applicants to the uniformed services.