

Reported Bias Incident Response Protocol

Response to Bias Reports

1. **Reporting.** Bias incidents may be reported through the [bias reporting form](#).
2. **Acknowledgment of receipt of bias report.** Within three business days of the receipt of a report, a Bias Cares team member will review the report and provide the reporting individual the following:
 1. confirmation that the bias report has been received and recorded;
 2. information about support and other resources; and
 3. notice of options, including the option to file a formal complaint.
3. **Response to bias report.** Within five business days after the initial contact with the Cares team member, a Bias Outreach and Response team (BOR) team member will begin to meet all parties involved and determine whether at least one of the following options may be used in response to the reported incident:
 1. **Conversation.** A BOR team member may discuss the report with the individual alleged to have engaged in a bias incident.
 2. **Mediation/facilitated conversation.** A BOR team member may facilitate a voluntary conversation between the reporting individual and the individual alleged to have engaged in a bias incident. The parties would not be required to meet in-person.
 3. **Educational programming.** Training and/or educational resources may be offered to the individual(s) involved in the bias incident, on a voluntary basis.
 4. **Restorative practices.** Where both the reporting individual and the individual alleged to have engaged in a bias incident express an interest in the use of restorative practices to respond to a reported incident, trained community members may be assigned to utilize restorative practices to facilitate healing and understanding following a bias incident.
 5. **Referral to formal University process.** In instances where the reported conduct may constitute a violation of a University policy, the matter may be referred to the appropriate University office. Individuals may also choose to file a formal complaint with University offices such as the [Office of Student Conduct](#) and the [Office of Employment Equity](#).

6. **Institutional responses.** Depending upon the nature of an incident, action from the university might be necessary, such as removal of graffiti, notice to the community, community meetings or additional supportive resources and assistance for impacted communities.
7. **No further action.** The reporting individual or the BOR team member may determine that no further action is necessary; the BOR team member will evaluate the reported conduct to ensure that additional action is not needed.
4. **Notification of response.** At the conclusion of the BOR's response to a bias report, the BOR team member will provide to the individuals involved in the incident who participated in the bias reporting process notice of the BOR's response.
5. **Review of monthly incidents.** The Bias Outreach, Restoration, and Education Team (BORE), a team made up of community members from across Rutgers University New Brunswick, meets once a month to review reports, assess response and trends, and to determine if additional actions are needed.

Analysis of Bias Reports

1. Statistics related to bias reports are included on the Bias Reporting System website as aggregate data.
2. De-identified, aggregate data also is provided to appropriate University units for compliance reporting purposes.