



**Procedures for responding to disclosures,  
reports and complaints related to violence,  
discrimination, harassment and the abuse of  
power**

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## Procedures for responding to disclosures, reports and Complaints of violence, discrimination, harassment and the abuse of power

### 1. Introduction

These procedures are designed to assist in the implementation of the *Policy to Stem Violence, Discrimination, Harassment and the Abuse of Power*.

### 2. Procedures

#### 2.1 Emergencies requiring immediate assistance

##### On Campus

Contact Campus Security Department:

- Phone: (514) 931-8731, local 1000
- Use one of the Emergency panels (identified with red signs), which are situated on each floor in every wing of the College.
- In person: Security main desk 2E.14

If someone calls 911 from a campus phone, Security will be automatically notified of the call. If someone calls 911 from their cell phone, they are asked to please notify security immediately after.

##### Off Campus

- Call 911.

#### 2.2 For non-emergency situations and follow-up

Students: Contact the Student Services Office for support, information and resources:

- In person: Between 8:00 a.m. to 4:00 p.m., Monday through Friday, **Room 4E.2**
- E-mail: [DSS@dawsoncollege.qc.ca](mailto:DSS@dawsoncollege.qc.ca).

Employees: Contact Human Resources for support, information and resources:

- In person: Between 8:30 a.m. to 12:00pm and 1:00pm to 4:30 p.m., Monday through Friday, **Room 4B.7**
- E-mail: [hr@dawsoncollege.qc.ca](mailto:hr@dawsoncollege.qc.ca)

The Director of Student Services or Director of Human Resources will respond within a **maximum of seven (7) days** to all inquiries, and if appropriate, review and offer options for accommodation and immediate support.

It is the responsibility of the Director of Student Services or Director of Human Resources to provide information and/or facilitate support and follow up with those affected by an

incident under this policy. The Director will also work in collaboration with relevant College community members in promoting the safety and security of all those affected.

### 2.3 Disclosure and reports

The Director of Student Services or Director of Human Resources is the point of contact for a comprehensive response to incidents under this policy. Individuals who submit a disclosure, report or complaint will receive non-judgmental and confidential support in a safe space.

#### Support Services

##### Support Services for Students who disclose, report or submit a complaint

- Counselling and support services
- Information about available services and College policies and procedures
- Academic and non-academic accommodations
- Support and accompaniment (internal and external)
- Referral to internal and external resources
- Support to bystander(s) and witness(es)

##### Support Services for Employees who disclose, report or submit a complaint

- Counselling and support services
- Information about available services and College policies and procedures
- Accommodations
- Support and accompaniment (internal and external)
- Referral to internal and external resources
- Support to bystander(s) and witness(es)

Both student and employee **respondents** will be provided with pertinent information concerning:

- Counselling and support services
- Available services
- College policies and procedures
- Academic and non-academic accommodations
- Referral to internal and external resources

### 2.4 Complaints

Whenever possible, students and employees are encouraged to attempt to resolve conflicts directly. They have the right to be assisted and advised by a resource person of their choice to act as confidante. However, in the event that the complainant is uncomfortable with the idea of addressing their complaint with the alleged respondent directly, then the complainant should immediately proceed to the next step in the procedure.

#### *2.4.1 Employee Respondents*

In cases where the respondent is an employee, should direct resolution fail, or when it

is inappropriate, the complainant should bring the matter to the attention of the immediate supervisor of the person alleged to have committed the violence, discrimination, harassment or abuse of power.

Should the immediate supervisor's intervention not resolve the matter, or, if the complaint is directed against the immediate supervisor, then the complainant, or a confidante acting on their behalf, must contact the Director of Human Resources (DHR). In the event that the complaint directly involves the Director of Human Resources (DHR), the procedure for handling the complaint will fall to the Director General. In the event that the complaint directly involves the Director General, the procedure for handling the complaint will fall to the Board Chair.

#### *2.4.2 Student Respondents*

In cases where the respondent is a student, direct resolution fails, or when it is inappropriate, the complainant should bring the matter to the attention of the Director of Student Services (DSS).

#### *2.4.3 Complaint Process*

After receiving the complaint, the Director of Student Services or Director of Human Resources will:

- determine the admissibility of the complaint;
- provide information on possible outcomes;
- If deemed admissible, inform the respondent of the existence of a complaint;
- oversee and ensure that an inquiry is completed, and a decision is rendered and communicated to the persons concerned within **90 days** of the initial contact by the discloser.

An independent investigating firm may be asked to assist with the inquiry. Individuals that are convened for an inquiry will be required to sign a confidentiality agreement in order to preserve the integrity of the investigative process. The discloser may terminate the process at any time. Once a complaint has been received, the respondent will be sent information outlining the nature and details alleged in the complaint.

The Director of Student Services or Director of Human Resources will render a decision based on the findings of the inquiry. The *Act respecting access to documents held by public bodies and the protection of personal information* (CQLR, chapter A-2.1) determines what, if any, information the College will legally disclose to the persons concerned with the inquiry.

## **2.5 Appeals**

The discloser and the respondent have the right to appeal the decision by submitting a request, as per the Policy to Stem Violence, Discrimination, Harassment and the Abuse of

Power. Appeals will be responded to within 7 working days.

In cases where the complaint is lodged against an employee of the College, appeals must be submitted to the Director General.

In cases where a complaint is lodged against a student, appeals must be submitted to the Academic Dean.

In the event that the Director General was directly involved in the investigation, the Board Chair will name a neutral third party to hear the appeal.

Grounds for appeal: procedural error

An appeal can be made on the grounds of a major procedural error that has caused or will cause prejudice to the person seeking the appeal. This appeal must be made within 10 days of receiving the findings of the investigation.

Grounds for appeal: new evidence

New evidence deemed relevant to the investigation can be submitted within 20 days of discovery to initiate an appeal.

If the appeal is found to be admissible, the investigation will be reopened.