

COMPLAINT RESOLUTION

Type of Complaint	Staff		Faculty		Visitor/Guest	
	Policy and Processes	Where to Go	Policy and Processes	Where to Go	Policy and Processes	Where to Go
Accessibility	Contact Campus Enforcement Patrol (737-8561 or 737-4100 if an emergency - St. John's Campus). The Blunden Centre is resourced to assist those with physical disabilities. Their number is 737-2156.					
Computers (abuse, misuse)	C&C help line at help@mun.ca or by phoning 737-4595.					
Discrimination and Harassment (other than sexual harassment)	Respectful Workplace Policy (www.mun.ca/humanres/policies/Respectful_Workplace_Policy.pdf) Claude Horlick (HR) at chorlick@mun.ca or phone 737-4766 Morgan Cooper (FR) at mccooper@mun.ca or phone 737-6107 Grievance procedures as per collective agreements					
Employment Equity	EE Policy	HR	EE Policy MUNFA CA	FR MUNFA	n/a	
Offences Against Property	Immediately report it to Campus Enforcement Patrol (737-8561 or 737-4100 if an emergency). They may involve the Royal Newfoundland Constabulary depending on the severity.					
Residence Housing	Contact Christine Burke with the Department of Student Affairs and Services (Room 9-300) at 737-7968 or at cburke@mun.ca .					
Sexual Harassment	Sexual Harassment Office (UC-3000) – Contact Advisor at 737-2015 or sexualharassment@mun.ca On-line details at www.mun.ca/finance/policies_procedures/university_sexual_harassment.php					
Student Conduct and Behaviour	Refer to Student Affairs and Services: http://www.mun.ca/student/policies/conduct.php					
Threatening or Violent Conduct (possession of weapons)	Immediately report it to Campus Enforcement Patrol (737-8561 or 737-4100 if an emergency). They may involve the Royal Newfoundland Constabulary depending on the severity.					
Workplace Conditions	Contact Rodger Ludlow of Facilities Management at 737-4326 or rludlow@mun.ca .					