

Addressing Community Concerns

Transparency Series: Complaint Processes





Agenda

Overview

Human Resources

Office of Community Standards

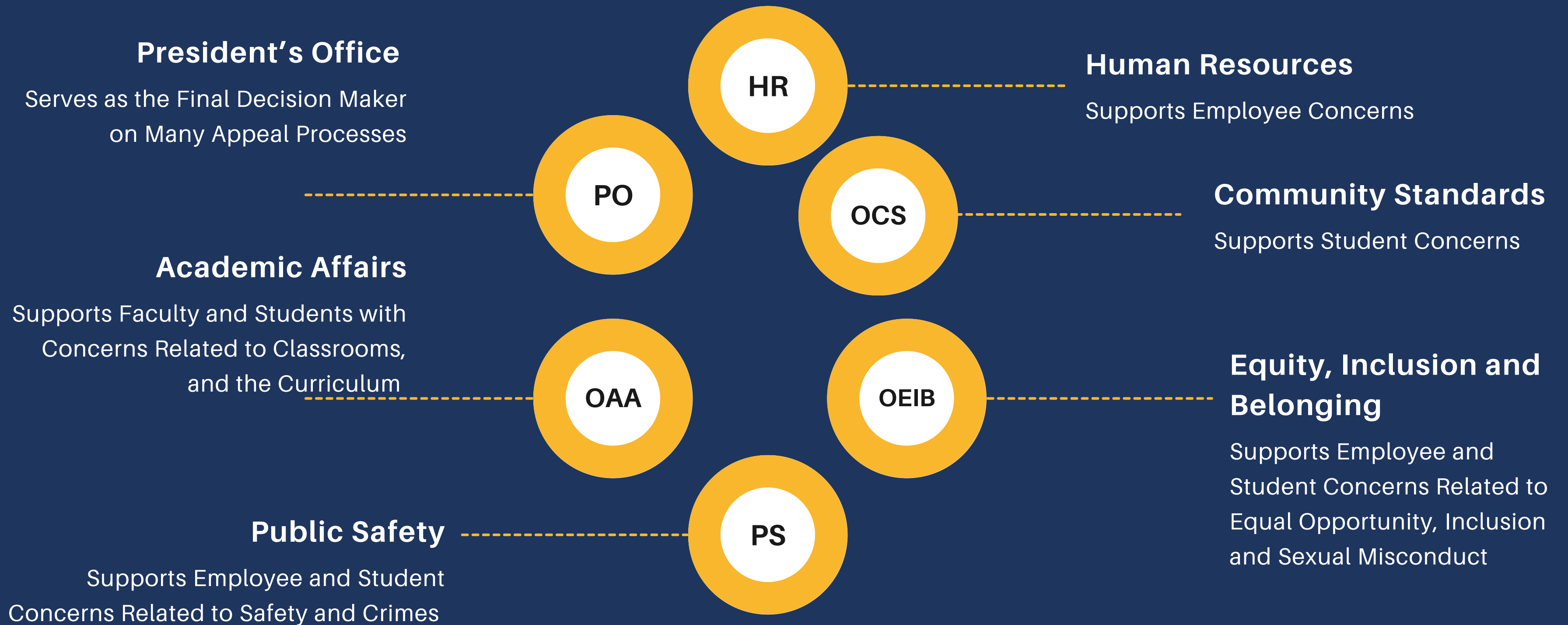
Office of Equity, Inclusion and Belonging

Public Safety

Q & A

QUEENSBOROUGH COMPLAINT PROCESSES

Distinct and Overlapping





Human Resources

Martha Aspromatis
Acting Human Resources Director

Addresses Employee Concerns



Human Resources

Employee Accommodations

Workplace Violence

Employee Relations

Personnel Matters

Employee Accommodations

Human Resources supports employees seeking reasonable accommodations due to temporary and permanent disabilities.

Pregnancy, childbirth, or a related medical condition can be considered for a reasonable accommodation.

Requests for accommodations should go to Martha Aspromatis at maspromatis@gcc.cuny.edu or 718-281-5075

Two forms are required

- CUNY Reasonable Accommodation Request Form
- CUNY Healthcare Provider Accommodation Assessment Form

After the forms are submitted, there is an interactive process to review requests. Additional supporting documentation may be requested.

Workplace Violence

Human Resources supports employees experiencing issues of workplace violence.

Issues that may be considered workplace violence can be reported to Public Safety or Human Resources.

Once a report is made, an investigation will begin and the matter will be handled by the appropriate office (dependent on the issue).

The Workplace Violence liaison at QCC is the Legal Designee and Campus Counsel, Lois Florman, Esq. and she can be contacted at lflorman@qcc.cuny.edu

Workplace Violence



Source: CUNY's 2023-2024 Workplace Violence Prevention Training Course

What Is Workplace Bullying?

Workplace bullying is repeated, unreasonable actions aimed at intimidating, humiliating, degrading or undermining an employee or group of employees.

Workplace bullying often involves abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual's right to dignity at work.

What Isn't Workplace Bullying?

If you have a supervisor who has set high standards for your department and are "tough", it does not mean they are a bully, as long as expectations are reasonable, fair, consistent and they are respectful to you.

A single act of perceived aggression may not constitute bullying. Bullying involves repeated attacks, which creates an ongoing pattern of abusive behavior.

Employee Relations and Personnel Matters

Employee Relations

Human Resources supports employees who are experiencing interpersonal challenges with other colleagues, including supervisors. Issues supported include bullying, unfair treatment and other conflicts.

Personnel Matters

Includes issues such as access to paystubs, time and leave questions, benefits, retirement, questions about advancement and salary. HR can also address problems with worksite.



Office of Community Standards (OCS)

Tikola Russell
Dean of Students

Addresses Student Concerns



Office of Community Standards

Accommodations

Student to Student Behavior Issues

Inside the Classroom and Outside the Classroom

Student to Faculty/Staff Behavior Issues

Reporting

Suicidal Ideation

Student Accommodations

Disability (Includes Pregnancy)

- Students receive accommodations on an individualized basis.
- Accommodations are developed in consultation with the student after a review of medical records, doctor's notes, IEPs, etc.
- Students self-identify and inform their professor(s) either via email or in-person.
- Students must provide a copy of the accommodations letter to their professor(s).

Religious

- Students should discuss need for religious accommodation with their professor. If the accommodation is denied, they should contact the Dean of Students.
- If approved, the Dean of Students will send the student and faculty a letter stating their religious accommodation was approved and it will include the dates the student will be out of class.

Title IX

- Title IX accommodations should be directed to the Title IX Coordinator.
- The Title IX Coordinator and Dean of Students work with the student(s) to develop reasonable accommodation(s).

Student to Student Behavior

(Inside Classroom)

If a student's behavior is disruptive to the class, respectfully address the behavior. If the behavior continues or if the behavior is threatening to you or others in the class, please contact Public Safety for assistance. Public Safety will send OCS a report of what happened and we will follow up with the student.

·Examples of behaviors that have been reported:

- o Loud & excessive conversations that are disruptive to the classroom
- o Rude or disrespectful remarks toward the professor or other students/bullying
- o Disagreements that lead to remarks and/or behaviors that cause you to fear for the safety of yourself and/or the students

Bullying: If a student shares with you they are being bullied or you notice bullying happening in your classroom, please report it to the Office of Community Standards (OCS).

Student to Student Behavior

Outside of the Classroom

If students come to you with information about an incident between them and another student, you can encourage them to speak with the staff in OCS or you can let them know you will be reporting it to OCS if you believe that is the best course of action.

If you witness an incident between two students and intervention is necessary, please contact Public Safety.

If you know the students involved and witness an incident, you can submit a report to OCS.

Student to Faculty/Staff Behavior Issues

If a student's behavior is threatening or will cause danger/harm to faculty or staff, please contact Public Safety for assistance.

All other incidents between students and faculty/staff, can be reported to the Office of Community Standards.



Reporting



Office of Community Standards Website

On the left side, there is a tab that reads "Reporting Form". When you click on it, it will take you directly to a drop down menu where you can select Academic Integrity Violation, Behavioral Violation, or Student of Concern (BIT).

A screenshot of the "QCC Incident Report" form on the Queensborough Community College website. The form includes a header with the college logo, a title "QCC Incident Report", and a legend stating "* indicates a required field". The "Report Type" section contains a red warning message: "Please note, all emergencies should be directed to Public Safety at (718) 631-6320." Below this is a dropdown menu labeled "I am reporting a: *" with three options: "Academic Integrity Violation", "Behavioral Violation", and "Student of Concern (BIT)". The "Academic Integrity Violation" option is selected and highlighted in blue. A "Submit" button is visible at the bottom of the form area.

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QCC Incident Report

* indicates a required field

Report Type

Please note, all emergencies should be directed to Public Safety at (718) 631-6320.

I am reporting a: *

- ✓ Academic Integrity Violation
- Behavioral Violation
- Student of Concern (BIT)

Submit

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Suicidal Ideation

Students who express suicidal ideations during Counseling Center hours should be connected with the Counseling Center for assessment. This could mean walking the student to the Counseling Center if you can and it is safe to do so or contacting Public Safety to walk the student over. The call with the Counseling Center will be helpful in determining which action is most appropriate.

Public Safety should be contacted for students who share suicidal ideations after hours.

Counseling Center

Phone: (718) 631-6370

Email: Counseling@qcc.cuny.edu

Location: Library Building, L-422

Counseling Center Office Hours

Mondays, Thursdays and Fridays- 9am to 5pm

Tuesdays and Wednesdays- 9am to 7pm

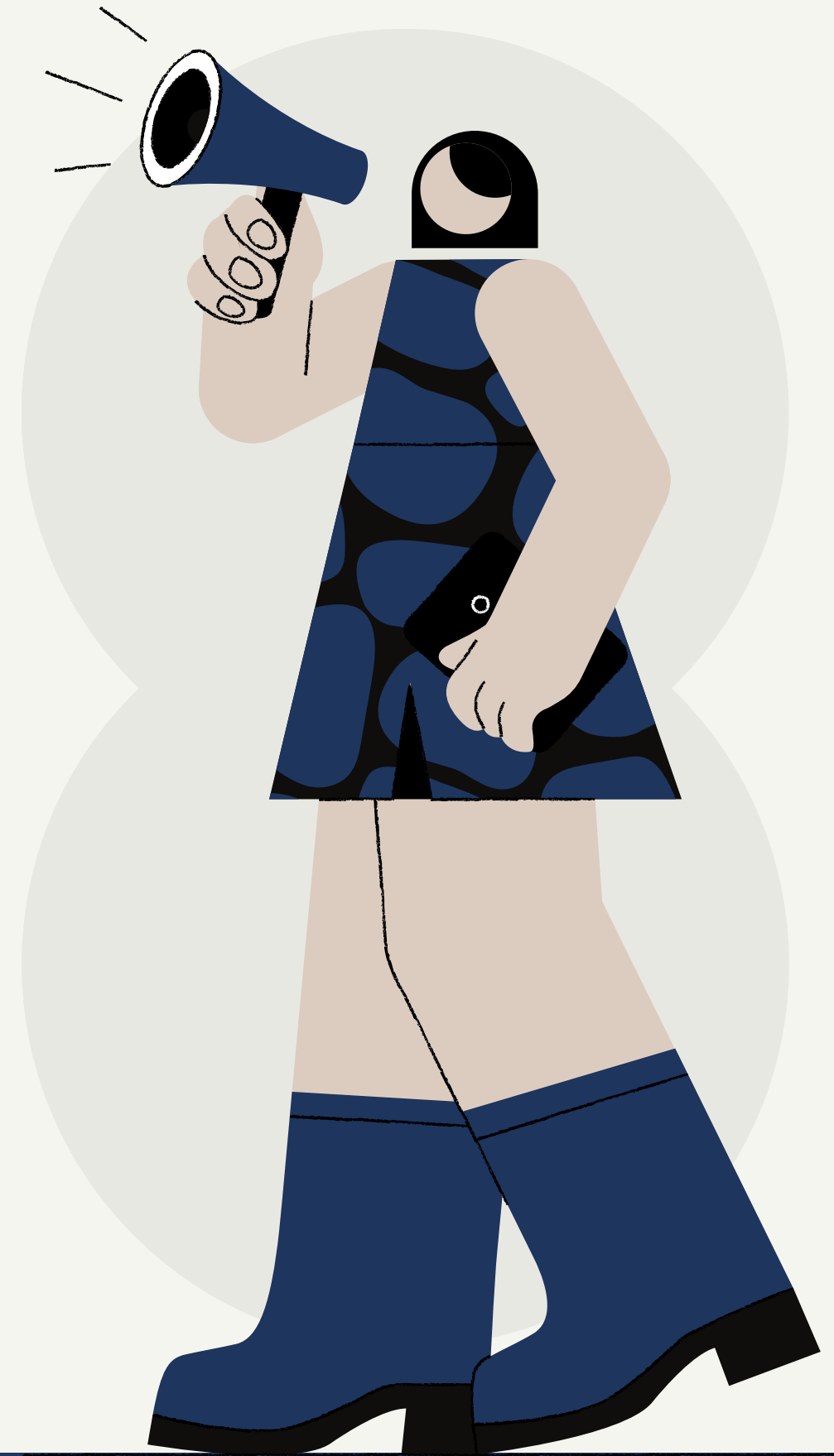


Highs and Lows

Office of Equity, Inclusion and Belonging

Amaris Matos
Assistant Vice President

Addresses Employee and Student Concerns



A large, light blue sunburst graphic with many rays emanating from the center, serving as a background for the main title.

Office of Equity, Inclusion and Belonging

OEIB Staff

Discrimination

Sexual Misconduct

Accommodation Appeals

Equity Concerns

Office of Equity, Inclusion and Belonging Staff



Amaris Matos

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Yessenia Garcia

Diversity Program Manager

YGarcia@qcc.cuny.edu



Belinda Delgado

Title IX Officer and EEO
Investigator

BDelgado@qcc.cuny.edu



Lourdes December

Administrative Coordinator

LDecember@qcc.cuny.edu

OEIB has two physical locations
Administration Building - Rooms 309 and 505

Discrimination

Categories:

- Age
- Alienage or Citizenship
- Ancestry
- Disability
- Gender Identity
- Marital or Partnership Status
- Military or Veteran Status
- National or Ethnic Origin
- Predisposing Genetic Characteristics
- Race or Color
- Religion
- Retaliation
- Sex
- Sexual Harassment
- Sexual Orientation
- Status as Victim of Domestic Violence, Sex Offenses or Stalking

Reporting - OEIB Website

Charges of Discrimination

If you have experienced discrimination based on one of the protected categories outlined above and would like to file a discrimination or retaliation complaint, please click the link below to access the CUNY University-wide Discrimination and Retaliation Reporting Portal. If you would like to speak with a staff member regarding an experience of discrimination before reporting, please contact the Office of Equity, Inclusion, and Belonging (OEIB). Contact details are listed below.

[CUNY University-wide Discrimination and Retaliation Reporting Portal](#)

Sexual Misconduct

(Includes sexual harassment, gender-based harassment and sexual violence)

On Campus Incidents



- Incidents of sexual violence should be reported to Public Safety or call 911
- Incidents of sexual harassment or gender-based harassment should be reported to Public Safety or the Title IX Coordinator.



The City University of New York Sexual Misconduct Allegation Form

This form may be used by reporting individuals or complainants, including employees, students and visitors, who wish to file a complaint of sexual harassment, gender-based harassment and/or sexual violence pursuant to CUNY's Policy on Sexual Misconduct. CUNY's policy prohibits retaliation against any person who reports sexual misconduct, assists someone making such a report, participates in any manner in an investigation or resolution of a sexual misconduct complaint, seeks interim or supportive measures or accommodations pursuant to CUNY's Policy on Sexual Misconduct, or opposes in a reasonable manner an act or policy believed to constitute sexual misconduct. For additional information, please visit the [QCC Title IX webpage](#).

Part A

Name*

First Name

Last Name

Reporting



Reports can be made in-person in Room A 505 or online via a reporting form. The form can be found on the Title IX webpage. Reported incidents are assessed and investigated, often in collaboration with Public Safety.

Accommodations and Appeals

Disability

OEIB addresses accommodation appeals for students, employees, and applicants.

OEIB is the first point of contact for disability accommodation requests for visitors.

Pregnancy, Childbirth & Related Conditions

OEIB addresses accommodation appeals for students, employees and visitors.

Religion

OEIB addresses religious accommodation appeals for students, employees and visitors.

Domestic Violence, Stalking and Sex Offences

The Title IX Coordinator (OEIB) is the first point of contact for accommodation requests

The Office of Equity, Inclusion and Belonging strives to provide a low-stakes environment for community members to discuss concerns, raise questions, and identify solutions to challenges.

Feel free to stop by and speak with us.



Equity Concerns

Public Safety

John Triolo
Public Safety Director

Addresses Employee and Student Concerns



Highest Reporting Concerns-



Use the red or blue phones- Don't report matters requiring urgent attention by email

Active Threats

Fighting

Smoke / Fire

Sick or injured person

Any situation that
presents a possibility
of bodily harm to self
or others

Call Public Safety
Directly

718-631-6320

Hate Crimes and Sexual Misconduct

Sexual Misconduct

Can be reported to Public Safety, and also to the Office of Community Standards for students, and the Title IX Office for faculty, staff and students.

Hate Crimes

Can be reported to Public Safety and the Office of Equity, Inclusion and Belonging.

Smoking / Noise / Quality of Life Issues

Call Public Safety or report directly to an officer

Smoking / Vaping is prohibited on campus

Disruptive students*

Crimes Against Property

Vandalism

Graffiti

Damaged Vehicles

Miscellaneous Issues

The following issues should also be reported to Public Safety

Leaks

Elevator

Lockouts

Odors

Parking Enforcement

Visitors / Guests*

When in doubt, call Public Safety

Contact us

For questions or comments

Martha Aspromatis

Acting Director of Human Resources

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718-281-5075

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Tikola Russell

Dean of Students

Trussel@qcc.cuny.edu

718-631-6314

John Triolo

Public Safety Director

Jtriolo@qcc.cuny.edu

718-631-6320



Helpful Resources

Title IX Coordinator

Belinda Delgado
Title IX Officer and EEO Investigator
Administration Building A 505
718-281-5755
BDelgado@qcc.cuny.edu

Accessibility

Office of Accessibility Services
Science Building, S-132
[718.631.6257](tel:718.631.6257)
OAS@qcc.cuny.edu

Office Hours
Monday through Friday,
9 a.m. to 5 p.m.

Counseling

The Counseling Center
Library Building, Rm. 422
718-631-6370
Counseling@qcc.cuny.edu

Office Hours
Mondays, Thursdays and Fridays-
9am-5pm
Tuesdays and Wednesdays- 9am
to 7pm