

Duke Resources/Organizations

The resources described below are available university-wide, but many issues can be handled at the department level. For any given situation, *if you feel comfortable*, consider approaching your department chair, Director of Graduate Studies, Director of Graduate Studies Assistant, Human Resources Manager or Ombuds. In this document, “complainant” refers to the person targeted or reporting an incident; “respondent” refers to the person complained about or reported.

Center for Sexual & Gender Diversity (CSGD): Seeks to achieve an inclusive campus climate for students, staff, faculty, and alumni with marginalized sexual orientations, gender identities, and gender expressions.

Counseling & Psychological Services (CAPS): Services for Duke students at any level.

DukeReach: Directs students, faculty, staff, parents, others to the resources available to help a student in need.

Executive Coaching Program: Provides coaching services to faculty in the clinical and basic sciences.

Duke Faculty Ombuds: A resource for faculty with concerns about academic freedom, academic tenure and equal treatment in employment.

Duke Disability Management Office: Serves as a centralized clearing house on disability-related information procedures and services.

Employee Occupational Health and Wellness (EOHW): Provides occupational and wellness services

Office for Institutional Equity (OIE): Handles concerns about harassment and compliance in the areas of equal opportunity or affirmative action.

Office of Student Conduct (OSC): Strengthens personal responsibility and accountability through investigation and resolution of alleged violations of university policies.

Personal Assistance Services (PAS): Offers assessment, short-term counseling and referrals to help resolve a range of personal, work and family problems.

School of Medicine Ombuds: Primary point of contact for faculty complaints and grievances.

School of Medicine Student Ombudsman: Supports medical, graduate, PA and PT students and all post-docs in the School of Medicine

Underrepresented Faculty Development: Provides counseling, recruitment, retention, and career development planning for underrepresented racial and ethnic faculty.

For violations of the law and **imminent** danger, contact the Duke Police Department

Contact Number	What to expect after call	Can it be reported confidentially?	Will complainant learn of outcome for respondent?
9-1-1 919.684.2444 (non-emergency only)	Rapid response, opportunity to press charges	Sexual assault: Yes “Concerned behavior” complaints: Yes Silent Witness Report: Yes	Yes , if the case goes to trial (public record); otherwise, No

For cases of **clear misconduct**, but not violations of law, when you want to file a formal complaint:

Whom to call	Contact Info	What to expect after call	Are formal complaints confidential?	Will complainant learn of outcome for respondent?
If student involved: Office of Student Conduct	919.681.7390 conduct@duke.edu	OSC will contact the complainant to offer support, identify resources (counseling and other), and offer to discuss options for formal reporting.	Yes , if the complainant requests on investigation, and there is no danger of repeated misconduct. Otherwise, No	Yes , if <i>formal complaint is filed</i>
If medical student involved: Office for Institutional Equity	919.684.8222	OIE will contact the respondent's department. Either the department or OIE will respond in some way, either informally (mediation, training, supervisory intervention) or through a complaint investigation.	Yes	Yes , if <i>formal complaint is filed</i>
If housestaff involved: GME-Committee on Appropriate Treatment (CAT) link	https://duke.medhub.com/index.mh GME Hotline: 919.684.2999	Reports submitted through link or hotline may be investigated by GME-CAT if warranted.	Yes	Yes , if <i>did not report anonymously</i>
If faculty or staff involved: Office for Institutional Equity	919.684.8222	OIE will contact the respondent's department. Either the department or OIE will respond in some way, either informally (mediation, training, supervisory intervention) or through a complaint investigation.	No	Yes , if <i>formal complaint is filed</i>