Informal Resolution
Equal Opportunity (EO) Office Initial Phone Call
to Individual Whom the Concern is About

☐ Hello. This is __________________from Western’s Equal Opportunity Office. As you may know, the EO Office handles concerns of discrimination and harassment as part of our function. I’m calling to let you know that a concern has been raised. The person who is raising the concern is not seeking a formal investigation, but has asked that I talk with you about [his/her/their] concern and is seeking an informal resolution. I’m very interested in talking with you about this and hearing your side of the situation, and in seeking a resolution. I would like to schedule time for you and me to meet.

☐ My role is to work as a neutral, third party in attempt to resolve the concern. You have a right, if you choose, to bring your union representative with you, and I can schedule a meeting with you both.

☐ Retaliation against anyone raising a concern or a complaint regarding protected characteristics is prohibited by law. Therefore, I would ask that you do not contact in any way, [person who raised concern], so that even a perception of retaliation can be avoided. Do you have any questions about this? [If the complainant is supervised by the individual whom the concern is about, that individual should not take any disciplinary action without consultation with the EO Office.]

☐ If you’d like to review more information about how the discrimination complaint procedure works and what you can expect, please see the Discrimination Complaint Procedure (PRO-U1600.02A) and “Overview – Equal Opportunity Office Resolution Process” on the Equal Opportunity Office website at www.wwu.edu/eoo.

☐ Please know that we handle complaints with the utmost of discretion, although the process cannot be guaranteed absolute confidentiality. It necessarily includes talking with leadership and other relevant parties. Within these parameters, if you need to speak with your supervisor or a support person, please feel free to do that. Do you have any questions at this point?

☐ Thank you.

Equal Opportunity Office
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