**Who should I talk to?**

* Consider going to the instructor directly. Sometimes a problem is just a misunderstanding that can be corrected with a conversation.
* If you have tried that, if the complaint is so serious that no conversation could help, or if you are afraid of the instructor, the campus has many **resources** to help. This guide will help you figure out who to go to.
* A good first stop is a **confidential resource.**

Where to find support

if you have a concern about your class or instructor

These **confidential resources** can help you explore options and understand your rights and campus processes:

* ASUC Student Advocate’s Office (https://advocate.berkeley.edu/)
* Ombuds Office for Students and Postdoctoral

Appointees (https://sa.berkeley.edu/Ombud)

These resources can help you figure out where to get the **support** you need and whether the problem you’ve experienced is a possible violation that can be **formally reported** (see reverse).

**You have the right to be treated fairly and respectfully.**

* By policy, instructors may not unreasonably deny you instruction, allow significant intrusion of material unrelated to the course, grade you on criteria other than your academic performance in the class, discriminate against you, or otherwise fail to meet their obligations as instructors.
* You have the right to reasonable accommodations in case of hardship, illness, religious or extracurricular obligations, pregnancy and parenting, disability, sexual harassment or sexual violence.

Read about your rights on the Academic Accommodations website: https://evcp.berkeley.edu/programs-resources/academic-accommodations-hub

# You have the right to reasonable accommodation if you have a documented disability.

* The **Disabled Students Program (DSP)** is the place to start. A **confidential resource** (see above) can also be helpful at any point along the way.

# Concerned about a disability letter of accommodation that the instructor is not honoring?

* DSP should mediate this situation, not you. Contact your DSP Specialist.
* DSP will contact the instructor and department chair or dean to address the matter.
* If this does not resolve the situation, DSP will elevate the matter to the Vice Provost for Faculty, who makes the final decision.

# Concerned that your instructor excludes you, is hostile, or otherwise discriminates against you on the basis of disability?

* Your DSP Specialist can work with the instructor, chair, or dean to resolve the concern.
* You may also file a formal grievance with the Disability Access & Compliance Office, which will investigate and issue findings, including to the Vice Provost for Faculty.
* A finding of discrimination could result in discipline for a faculty member (which you will not be

privy to). Findings don’t determine a grade directly, but can be used in a grade appeal. (see reverse).

# Concerned that DSP has not addressed your situation appropriately?

* You can file a formal complaint with the Disability Access and Compliance Office.
* If you feel your grade was affected, you can also file a grade change appeal (see reverse). Learn more about disability accommodations and your rights at https://dsp.berkeley.edu/

**Concerned about a grade that you think was unfair?** Discuss your concern with your instructor. If that does not resolve your concern, these are the steps to follow. A **confidential resource** can help at any or all of these steps.

* Contact the department chair to initiate a formal, written grade appeal. This must be done **within one year** from the last day of the semester in which the course was taken.
* Appeals must specify the grounds on which the grade is being challenged.
* Grade changes resulting from an appeal must be approved by the Academic Senate’s Committee On Courses and Instruction (COCI).

Learn more here: https://academic-senate.berkeley.edu/committees/coci/gradeappeals

**Is your ability to participate in class affected by sexual harassment or sexual violence?**

* The **PATH to Care Center** is a great place to start for confidential support and consultation. An advocate can help you explore options and connect you to supportive resources. For urgent 24/7 support, call the **Care Line** at 510-643-2005. For appointments, call 510-642-1988 (answered Mon

- Fri, 9am - 4:30pm). PATH to Care’s website is: care.berkeley.edu.

* **Social Services** (confidential counseling at University Health Services) is another confidential resource that specializes in supporting those impacted by sexual assault: https://uhs.berkeley.edu/socialservices

Sexual harassment and sexual violence are a form of **discrimination**, and can be reported to the university (see below). You do not need to report an incident to receive confidential support.

**How does a student report discrimination or harassment to the university?**

If you have witnessed or experienced sexual harassment or sexual violence, or discrimination or harassment on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services, you can report it to the **Office for the Prevention of Harassment and Discrimination (OPHD)**. Their email is ask\_ophd@berkeley.edu. Please include as much of the following information as possible:

* Your name, and the name of the person experiencing the harassment or discrimination
* The name of the person who is alleged to have committed the harassment or discrimination
* A brief description of what happened or of the concern

OPHD reviews every report it receives and strives to contact the impacted parties. (*If you are simply forwarding a report that you saw on social media, and you don’t have any further information, it saves everyone time if you can make that clear in your report.)* Learn more at ophd.berkeley.edu.

**What if you have a concern that your instructor has violated another policy or law?**

There are many places you can report such a concern, depending on its nature. A **confidential resource** can help you understand these and other options:

* You can bring the issue to the attention of the department chair.
* If you have witnessed or experienced a hate crime or hate-motivated act, you can report it via the stophate.berkeley.edu website.
* If you think that a violation of law or policy has occurred, you can make a whistleblower complaint by calling (800) 403-4744 or visiting [http://universityofcalifornia.edu/hotline.](http://universityofcalifornia.edu/hotline)