<table>
<thead>
<tr>
<th>What kind of help do you want?</th>
<th>Counseling Services</th>
<th>Help Navigating the System</th>
<th>Raising a Concern – Documenting Observed Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whom to call</td>
<td>All Students: CAPS: 919.660.1000 Women’s Center <a href="mailto:WCHelp@duke.edu">WCHelp@duke.edu</a> Clergy Faculty/Staff: PAS: 919.416.1727 Any student who needs referral to any services: DukeReach: 919.681.2455 or website report</td>
<td>Ombuds: University Students: Ada Gregory 919.660.2444 <a href="mailto:ada.gregory@duke.edu">ada.gregory@duke.edu</a> SoM Students and postdocs: Jean Spaulding, MD 919.668.3326 <a href="mailto:ombudsman@mc.duke.edu">ombudsman@mc.duke.edu</a> Faculty - University: Tom Metzloff, PhD 919.613.7055 <a href="mailto:metzloff@law.duke.edu">metzloff@law.duke.edu</a> Faculty – School of Medicine: Laura Svetkey, MD, MHS 919.681.6386 <a href="mailto:laura.svetkey@duke.edu">laura.svetkey@duke.edu</a> Center for Sexual and Gender Diversity (CSGD) Harassment Prevention Advisors (HPAs)</td>
<td>University Students: Office of Student Conduct Office for Institutional Equity Center for Sexual and Gender Diversity Harassment Prevention Advisors School of Medicine Students: Office for Institutional Equity Center for Sexual and Gender Diversity Harassment Prevention Advisors Housestaff GME-Committee on Appropriate Treatment (CAT) link in MedHub <a href="https://duke.medhub.com/index.mh">https://duke.medhub.com/index.mh</a> GME Hotline 919.684.2999</td>
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<tr>
<td>Faculty or Staff (University and SoM): Office for Institutional Equity Faculty (University): Chair or Dean Office of the Vice Provost for Faculty Advancement 919.684.4997</td>
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<tr>
<td>Faculty (SoM): DUHS Safety Reporting System (confidential) Intranet.dh.duke.edu Department Chair or Vice Chair for Faculty Office of the Vice Dean for Faculty 919.684.5002</td>
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<tr>
<td>Faculty Integrity Line: 1.800.826.8109 (anonymous)</td>
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<tr>
<td>What to expect after calling</td>
<td>Appointment in timely manner</td>
<td>Appointment in timely manner; help evaluation options, information about university resources</td>
<td>Report will be collected and documented Low Level: complaint documented Higher level: Investigation, followed by mediation, training, supervisory intervention</td>
</tr>
<tr>
<td>Confidential for complainant?</td>
<td>Yes, unless imminent danger</td>
<td>Ombuds: Yes, unless imminent danger HPAs and CSGD: No OSC/OIE: Yes, unless formal report is filed HPAs: No</td>
<td>No, if complaint is filed Depends on situation and prevailing guidelines and policies</td>
</tr>
<tr>
<td>Will complainant learn of outcome?</td>
<td>Not applicable</td>
<td>No, complainant decides whether to go forward with reporting</td>
<td>Yes, if there is an investigation Maybe: depends on the nature of department’s or OIE’s response Maybe: depends on the nature of the case</td>
</tr>
<tr>
<td>Low level: Yes Clear misconduct: No. Must be reported</td>
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</table>

'Gray' Areas: When you’re not sure whether to file a formal complaint, but someone’s behavior makes you feel uncomfortable ...

What kind of help do you want?
- Counseling Services
- Help Navigating the System
- Raising a Concern – Documenting Observed Behavior

Whom to call
- All Students: CAPS: 919.660.1000
- Women’s Center WCHelp@duke.edu
- Clergy
- Faculty/Staff: PAS: 919.416.1727
- Any student who needs referral to any services: DukeReach: 919.681.2455 or website report

Appointment in timely manner
Appointment in timely manner; help evaluation options, information about university resources
Report will be collected and documented
Low Level: complaint documented
Higher level: Investigation, followed by mediation, training, supervisory intervention

Confidential for complainant?
- Yes, unless imminent danger
- Ombuds: Yes, unless imminent danger
- HPAs and CSGD: No
- OSC/OIE: Yes, unless formal report is filed
- HPAs: No
- No, if complaint is filed
- Depends on situation and prevailing guidelines and policies

Will complainant learn of outcome?
- Not applicable
- No, complainant decides whether to go forward with reporting
- Yes, if there is an investigation
- Maybe: depends on the nature of department’s or OIE’s response
- Maybe: depends on the nature of the case
- If formal complaint filed: Yes. Otherwise, No