

**APPENDIX R**  
**POLICY ON HANDLING ANONYMOUS COMPLAINTS**

The Board of Higher Education, acting by the Council of State College Presidents (“the Board”), and the Massachusetts Teachers Association, acting by the Massachusetts State College Association (“the Association”), agree as follows:

1. The administration of each University shall not take adverse action against any unit member on the basis of anonymous complaints, including complaints where the complaining individual is known but does not want his/her identity disclosed, whether such complaints are made orally or in writing, unless the unit member agrees to the adverse action, or there is a series of anonymous complaints against the unit member concerning the same issue. Unless the unit member agrees to the adverse action or there is a series of anonymous complaints against the unit member, No record of any adverse action so taken on the basis of anonymous complaints shall be placed in the unit member’s personnel file or used in connection with the making of any decision under Article VIII, VIII-A, VIII-B, VIII-C, IX, XII, XII-A, XII-B, XIII, XX or XX-A of the parties’ collective bargaining agreement.
2. Adverse action means any negative employment action and shall not include interim action or measures implemented, such as paid administrative leave, contact and communication restrictions, professional development and/or necessary reports to law enforcement or other agencies.
3. This agreement does not prohibit the administration from informing the unit member of the fact that such a complaint has been made and disclosing the nature and substance of the complaint, or conducting further review of the complaint, including asking the unit member to respond to the complaint; nor does it prohibit the administration from informing any member of the bargaining unit concerning his/her legal obligations.
4. This policy is consistent with and not limited by the attached Memorandum of Agreement made the 3<sup>rd</sup> day of December 1996.
5. Nothing in this Policy governs the manner in which complaints that are not anonymous may be used or dealt with.
6. The chair of an academic department shall inform and consult the respective dean and/or vice president of any complaint received, whether anonymous or not, prior to addressing such a complaint.
7. This Policy shall have no application to matters, including complaints, which fall under the EO Plan.
8. Annually, during the month of September, each University shall distribute this Policy and the attached Memorandum of Agreement to each of the following persons: the Vice President for Academic Affairs, all Deans who hold academic positions, including all

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School Deans and/or Directors, the Library Director, Library Program Area Chairs and all Department Chairs.

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