

Procedure for Addressing Faculty Complaints

As a community, we aim to approach one another with generosity and respect, both inside and outside the classroom, and to interact in ways that align with our institutional [core values](#). Sometimes these expectations will not be met, and every member of our community should know that there are avenues to raise concerns, express discomfort, and request accountability.

If a student feels harmed or negatively affected by faculty behavior inside or outside the classroom, there are options they can explore, noted below. “Harm” means mental or physical distress, embarrassment, or ridicule to an individual or group or any conduct that threatens or endangers the health, safety, or privacy of an individual or group.

- **Direct Resolution:** Students are encouraged to reach out to the person involved and voice their concern directly, with the understanding that the person may not be aware of the harm/offense caused. Some situations can be resolved with direct, honest and open communication and a willingness to engage with one another.
- **Official Report:** Students can share the incident with a Residential College Assistant Dean or the Dean of Faculty (deanoffaculty@yale-nus.edu.sg) directly, and request that follow-up action be taken. These reports can be made confidentially; however, some situations may be more difficult to resolve with confidentiality.
- **Mediation:** Students can request a mediated conversation with the faculty member(s) involved, which could be facilitated by an Assistant Dean, the Dean of Faculty, or trained DOS staff. Students can also initiate this process via the Associate Director, Residential Education & Dispute Resolution.

Students who bring forward complaints against faculty members can expect the following:

- **Non-retaliation:** Yale-NUS does not tolerate acts of retaliation, namely actions causing harm, intimidation or harassment, as well as discrimination or unfair treatment, against students who have made a complaint against a faculty or staff member.
- **Privacy:** as much as possible, information will only be shared when required and students will be informed before their report/information is shared with others. If students are making a confidential report, their name will not be shared with the faculty member involved and their information kept private unless there is a serious risk of harm to self or others.
- **Support:** Students are encouraged to reach out to someone they trust for support. Support could include talking through the situation and options, being present for conversations regarding the incident, or providing emotional and mental health support.
- **Communication:** students will be informed of the outcome of any process that is undertaken as a result of their report and will be kept informed of the steps along the way.

For instances of sexual misconduct, students can find more information [here](#) about how to initiate a report against a staff or faculty member. If the report is against an NUS faculty member, the case will go through the NUS disciplinary process. Reach out to the Associate Director, Residential Education & Dispute Resolution for more information.