

Support in navigating responses to incidents of bias, harassment or related concerns

Office Contact	Call or contact	Faculty	Housestaff	What to Expect
Civility Champions	Email via website contact			Appointment by phone or in person in timely manner
		✓	✓	Discreet support to debrief incidents of bias, harassment or disrespectful behavior; assist with considering options and information about university resources. *Certain incidents must be reported to OIE.
Duke Personal Assistance Service (PAS)	919-416-1727 800-327-2251 (Duke Raleigh)	✓	✓	Offer assessment, short-term counseling, and referrals to help resolve a range of personal, work, and family problems. Confidential (unless imminent harm disclosed)
University Ombuds	Jessica Kuchta-Miller 919-864-1032 jessica.kuchta-miller@duke.edu	✓		Informal, independent, neutral resource to provide support evaluating options and information about university resources. Confidential (unless imminent harm disclosed)
Human Resources – Staff & Labor Relations			✓	Dispute resolution process available for all regular staff related to policy or employment action.

Reporting unwanted verbal or physical contact of a sexual nature or harassment in any form by faculty, staff, patients

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Office for Institutional Equity	919-684-8222			Hears concerns and collects information for an investigation; Interviews others about the concerns, gathers relevant documents, and gives reporting party the opportunity to review information; Decides if a violation of the Harassment Policy occurred and, if so, makes recommendations for remedy; Generally completed within 45 business days. *Information only shared with those involved in investigating and responding to concerns
		✓	✓	
GME Mistreatment Hotline	Duke.medhub.com			To report harassment by faculty or other trainee. Generates report to committee who review and determine appropriate response based on the nature of the report.
		✓	✓	
Integrity Line:	1-800-826-8109 (anonymous)			Available 24/7/365 to report complaints, including about professionalism; Reports can be made anonymously; Managed by external company.)
		✓	✓	
Professional Accountability (PACT) Program	Submit a report through SRS system			Confidential Reporting (through SRS) of concerns related to Communication, Care & Treatment, Health Care Provider Respect, or Accessibility and Availability; Peer intervention within 1-2 days depending on incident; egregious incidents may go directly to Chair, Division Chief, etc. for response.
		✓	✓	
Housestaff Harassment Hotline	https://jfe.qualtrics.com/form/SV_3C97288ubqHEKVD			To report harassment by patient or families. Generates report to housestaff leadership who review and determine appropriate response based on the nature of the report.
			✓	