

*This document is applicable for ALL roles in the Physics and Astronomy Department.  
If you have any questions on how to approach this resource  
please contact the Physics & Astronomy HR Generalist at phone # 410 516 5828*

## **I have a complaint or concern, who do I go to?**

### **BEGIN HERE - Keep it informal as first attempt**

1. Reach out to your supervisor, advisor or departmental chair to resolve the matter with their guidance and support.
2. If reasonable efforts have been made to settle the dispute informally and the matter cannot be resolved through informal discussions or processes, then move to next step.
3. **ADDITIONAL RESOURCES FOR UNDERGRADUATE STUDENTS:**
  - a. Kelley Key – Academic Program Administrator
    - [kkey1@jhu.edu](mailto:kkey1@jhu.edu), 410-516-7344 (Bloomberg 365)
  - b. Prof. Dan Reich – Director of Undergraduate Studies (DUS)
    - [reich@jhu.edu](mailto:reich@jhu.edu) (Bloomberg 245)
  - c. Office of Student Conduct
    - [online reporting system](#) or email [studentconduct@jhu.edu](mailto:studentconduct@jhu.edu).
    - <https://studentaffairs.jhu.edu/policies-guidelines/student-code>
4. **ADDITIONAL RESOURCES FOR DOCTORAL STUDENTS & POSTDOCS**
  - a. Kelley Key – Academic Program Administrator
    - [kkey1@jhu.edu](mailto:kkey1@jhu.edu), 410-516-7344 (Bloomberg 365)
  - b. Renee Eastwood – Dean, Graduate and Postdoctoral Affairs
    - [rseitz@jhu.edu](mailto:rseitz@jhu.edu), 410-516-8477
  - c. Prof. Toby Marriage – Director of Graduate Studies, Physics and Astronomy
    - [marriage@jhu.edu](mailto:marriage@jhu.edu) (Bloomberg 215)
  - d. Annalisa Peterson, JHU Ombuds for Graduate and Postdoctoral Affairs
    - [Click Here To Schedule a Consultation](#) with the Ombuds.
    - The Ombuds Office is not meant to replace any existing formal channels for resolving a grievance, but rather to provide a safe space to raise concerns, ask questions, clarify resources and options, and to get support in finding a path forward to resolution. Sharing information with the Ombuds Office does not put the university on notice of your concerns, nor does it trigger any action not approved by you. You remain in control of what happens next.
    - The [Ombuds Office](#) is available to doctoral student or postdocs.

### **NO RESOLUTION, NEXT STEP - Determine what type of dispute/issue this is to make a formal complaint to the right group at JHU**

1. **Academic Grievance** - for students and postdoctoral fellows who believe they have been adversely affected in their professional or educational activities as a result of an arbitrary or capricious act, or failure to act, or a violation of a University, division, school, or center procedure or regulation by their supervisor, department chair, center director, or other administrator or administrative body

*This document is applicable for ALL roles in the Physics and Astronomy Department.  
If you have any questions on how to approach this resource  
please contact the Physics & Astronomy HR Generalist at phone # 410 516 5828*

2. [Student Code of Conduct](#) - Reports of alleged Code violations should be filed with or reported to the Office of Student Conduct via our online reporting system or email [studentconduct@jhu.edu](mailto:studentconduct@jhu.edu).
3. [OIE \(Office of Institutional Equity\)](#) – for students, staff, and faculty who are experiencing and need to report illegal, unethical, unsafe, or other troubling behavior acts in the workplace.
  - a. Complaints alleging discrimination or harassment on the basis of sex, gender, marital status, pregnancy, race, color, ethnicity, national origin, age, disability, religion, sexual orientation, gender identity or expression, veteran status, or other legally protected characteristic; sexual misconduct, domestic violence, dating violence, are within the purview of the University's Office of Institutional Equity (OIE).
  - b. **Are they a "confidential" resource?** OIE is not a confidential resource; however, OIE is discreet and only shares information necessary to respond to reports, carry out its assessments and investigations, and comply with applicable law. OIE staff members stand ready to meet with faculty, staff, or students by phone or in-person. If you are not ready to pursue a formal complaint, you can withhold your name and other key details. We can talk through your circumstances and provide guidance on complaint options and services.
  - c. **JHU Confidential Resources** - <https://oie.jhu.edu/confidential-resources/>
  - d. **File a Formal Complaint** –
    - [Harassment or Discrimination](#)
    - [Sexual Misconduct](#)
4. **Reasonable Accommodation** – for students, staff, and faculty in need of an academic and/or workplace accommodation
  - a. **For Disability Needs**
    - [ADA Compliance and Disability Accommodations](#) Works to ensure that students, employees, and visitors with disabilities have equal access to university programs, facilities, technology and web properties both academically and in their place of work. **\*NOTE – Does not provide medical exceptions, please refer to Occupational Health, if needed\***
    - **Students and Postdoctoral Fellows**
      1. [Student Accommodations](#)
      2. [Student Disability Services](#)
    - **Faculty and Staff**
      1. [Faculty & Staff Accommodations](#)
      2. [Faculty and Staff Request for Reasonable Workplace Accommodation Form](#)
      3. ***Information for Faculty in supporting their students with disabilities: Making your class more accessible and other resources***
  - b. **For Religious Needs** –
    - **Academic/Workplace Religious Accommodation** - A reasonable religious academic/workplace accommodation is a change in the academic/work

*This document is applicable for ALL roles in the Physics and Astronomy Department.  
If you have any questions on how to approach this resource  
please contact the Physics & Astronomy HR Generalist at phone # 410 516 5828*

environment or in the way academics, tasks or responsibilities are customarily done that enables a student or faculty/staff<sup>[1]</sup> to participate in their religious practice or belief without undue hardship on the conduct of the University's business or operation.

- **Vaccine Religious Request** - The Office of Institutional Equity ("OIE") receives and reviews all religious accommodation requests, including but not limited to vaccine exception requests.
- **File a formal request:**
  1. [Religious Accommodation Request](#)
  2. [Vaccine Religious Exception Request](#)

5. **Counseling Support** – for students as well as postdocs, staff, and faculty and household family members

a. **For our Undergraduate and Graduate Students (in full time programs)**

The Homewood Student Affairs Counseling Center provides a safe, *confidential*, non-judgmental space where students can feel free to explore a wide variety of concerns and issues. We offer [a wide variety of services](#) to assist students including drop-in hours, [workshops](#), [group therapy](#), brief individual therapy, couples counseling, psychiatric evaluations and medication management, [substance use assessments](#), eating assessments, and **24/7 crisis intervention services**. These services are available to all eligible Homewood and Peabody undergraduate and graduate students. All counseling services are **offered free of charge to students**. In addition, [self-help resources](#) are available to assist students in understanding and addressing common concerns.

**Link to the Counseling Center** - <https://studentaffairs.jhu.edu/counselingcenter/about-us/>

b. **For our faculty, staff and postdocs including their household family members**

*JH Employee Assistance Program (JHEAP) provides free 24/7 access to confidential counseling and referral services* for help with stress at work or at home, emotional distress, a difficult life transition, or other challenges. You can reach a JHEAP clinician 24/7, 365 days a year, by phone at [888-978-1262](tel:888-978-1262). When you call JHEAP, a **clinician** will listen, provide support, and help you identify resources and next steps. If you choose to arrange a televideo or in-person appointment, JHEAP will provide referrals to licensed clinicians in your area. Your first five in-person counseling sessions are free and won't require use of your insurance. You and your family members also can opt for an in-person appointment with a member of [JHEAP's OnSite Clinical Care Team](#), located on various Johns Hopkins campuses.

**Link to JHEAP** - <https://hr.jhu.edu/benefits-worklife/support-programs/>