If a complaint is brought to your attention...

**Ask** for help or assistance. It is fine to say to someone, “I don’t know, but I’ll get back to you.”

**Be intentional.** Build partnerships with others. Build trust with faculty, staff, and students so they will come to you. Do what you say you will do. Be direct.

Communicate. **Listen.** Don’t feel like you have to talk. Deal with things when they are small. Don’t wait for them to escalate.

Ensure that those who need to know (your supervisor, dean, etc.) **DO!**

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**RESOURCES DIRECTORY**

**DISABILITY SERVICES**
Wendy Holden 509-963-2149

**EMPLOYEE ASSISTANCE PROGRAM**
877-313-4455

**EQUAL OPPORTUNITY**
Gail Farmer 509-963-2206

**FACULTY RELATIONS**
Charlene Andrews 509-963-1271

**STUDENT MEDICAL & COUNSELING CLINIC**
Chris De Villeneuve 509-963-1391

**UNIVERSITY POLICE**
Mike Luvera 509-963-2659

**VETERAN’S CENTER**
509-963-3028