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 an explosion. Don’t panic. Take things slow. Take a deep breath. Stave off emotions.

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

**No matter who you call, trust you will find a resource!**