**Grievances, Confidential Support, Conflict Resolution and Harassment Protocols**

Rarely, conflicts between graduate students and their supervisors may arise. It is important for students to be aware that support systems are in place in both the Department and the School of Graduate Studies to help resolve and/or deal with such conflicts.

For confidential support and guidance, please reach out your [graduate student representative](http://dbms.queensu.ca/graduate/current_students/graduate_representatives) who will be able to provide further insight into situation and recommend appropriate avenues for support.

A student who is dissatisfied with his/her thesis progress, and/or feels that the commitments made by the thesis supervisor(s) are not being fulfilled and/or feels they are being mistreated, should call a meeting of the thesis advisory committee, or meet individually with members of their thesis advisory committee to discuss their concerns. In the event that a thesis advisory committee meeting is called, students are strongly encouraged to also invite the relevant Field Coordinator to attend the meeting.

If the student is dissatisfied with or uncomfortable pursuing this option, the student should arrange a meeting with their [Field Coordinator](http://dbms.queensu.ca/graduate/graduate_student_handbook/where_to_find_help) or the [DBMS Associate Head, Graduate Studies](http://dbms.queensu.ca/graduate/graduate_student_handbook/where_to_find_help). These meetings will be confidential; however formal documentation of the meeting will occur as record of a grievance. If this is unsatisfactory, or the student feels that discussion with a Field Coordinator or the DBMS Associate Head is inappropriate, the student should contact the [DBMS Head](http://dbms.queensu.ca/home/contact_us). In some circumstances, a student may be advised to meet with a University grievance officer so that official documentation of complaint(s) are recorded by an impartial party.

The School of Graduate Studies in consultation with the University Advisor on Equity and Human Rights, has provided information for graduate students about harassment and harassment protocols, and information for faculty regarding the response protocol should a graduate student report concerns about discrimination or harassment from a faculty member or staff member. These resources can be can be accessed from the following links:  [Information for Graduate Students about Harassment and Harassment Protocols at Queen’s University](http://www.queensu.ca/humanrights/sites/webpublish.queensu.ca.hrowww/files/files/2017-10-10_Info%20for%20Graduate%20Students%20about%20Harassment%20and%20protocols%281%29.docx) and  [Response protocol](http://www.queensu.ca/humanrights/sites/webpublish.queensu.ca.hrowww/files/files/2017-10-13_Response%20protocol%20-%20grad%20students%20reporting%20harassment%20by%20facultystaff%281%29.pdf).