

IUCN SSC Crocodile Specialist Group

Bullying, Harassment, and Discrimination Resolution Procedures for CSG-Endorsed Events

1. Purpose and application

These Procedures provide guidance on how complaints of bullying, harassment, or discrimination by or about participants (including CSG members) at CSG-endorsed events may be raised and how they will be assessed and resolved, where appropriate.

This document should be read in parallel with the CSG “Bullying, Harassment and Discrimination Prevention Policy for CSG-Endorsed Events”. The Procedures also set out the steps to be taken to receive and resolve complaints of bullying, harassment, or discrimination initiated by any participant at a CSG-endorsed event and provide guidance on the manner in which the CSG may conduct investigations, where required.

All definitions are outlined in the CSG “Bullying, Harassment and Discrimination Prevention Policy for CSG-Endorsed Events” (hereinafter referred to as the “CSG Policy”).

2. Obligations of participants

- 2.1. A Participant who has concerns about, or becomes aware of, behaviour that may constitute bullying, harassment or discrimination, should actively intervene to prevent such conduct continuing and seek to resolve any concerns directly with the parties, if appropriate.
- 2.2. A Participant who has concerns about particular behaviour and is unsure whether it may constitute bullying, harassment or discrimination should contact any member of the CSG Executive Committee for advice.
- 2.3. If a Participant believes they have experienced or witnessed behaviour in breach of the CSG Policy, and informal resolution is inappropriate or unsuccessful, they should make a complaint in a timely manner. This also applies to any Participant who receives or otherwise becomes aware of a complaint regarding a possible breach of the CSG Policy.

3. Advice

If a participant wishes to discuss an alleged incident about bullying, harassment, or discrimination, prior to lodging a formal complaint, they may contact: a member of the CSG Executive Committee; the Human Resources Department at their own institution, organisation or company; a support person; a Host-appointed focal point; or, their own legal advisor.

4. Informal resolution of complaints

To the extent possible, parties should seek to resolve issues of bullying, harassment, or discrimination informally.

When directly approaching the person they believe is responsible for bullying, harassment, or discrimination (either alone or with a support person), the Complainant should:

- a. not approach the Respondent if they or the Respondent are under the influence of alcohol, recreational, or prescription narcotics;
- b. not approach the Respondent privately, but do so in a public setting if possible;
- c. tell the Respondent which behaviour they consider unreasonable and unacceptable;
- d. ask the Respondent to stop or to behave differently; and,
- e. keep a written record of the discussion.

5. Formal filing of a complaint

Where issues of bullying, harassment, or discrimination cannot be dealt with informally, complaints can be formally submitted to a designated contact person (such as a member of the CSG Executive Committee, the Human Resources Department at their own institution, organisation or company, a Host-appointed focal person, or their own legal advisor), in the following ways:

- 5.1. Written complaints. Complaints can be submitted in writing, either electronically or in hard copy. In cases where the complaint is not lodged with the CSG Executive Committee, it should be provided with a copy. A sample Incident Form is provided in Annex 1.
- 5.2. Verbal complaints. Complaints may be made through phone calls or in-person. Verbal complaints may be transcribed and read back to Complainants to create an official record and to ensure accurate representation of the complaint. The CSG Executive Committee should also be informed accordingly.
- 5.3. Anonymous complaints. Anonymous complaints can be submitted, maintaining the confidentiality of the Complainant. Individuals making an anonymous report need to be aware that the CSG will not be able to inform them about the status of the investigation due to the anonymity.
- 5.4. Where the CSG Executive Committee is not the initial point of contact for a complaint, it should also be informed accordingly in a timely manner. Confidentiality with respect to Complainant and Respondent identities will be maintained (see below).

Complaints, whether made anonymously or not, must be supported to the extent possible by documentary evidence or statements. Such evidence would greatly assist in an investigation, should it be considered necessary. When reporting an incident, the following information should be provided (also see Incident Form in Annex 1):

- name of the participant
- description of the behaviour that was considered in violation of the CSG Policy
- approximate time of the behaviour
- circumstances surrounding the incident
- identity of the Complainant (unless complaint is submitted anonymously)
- other people involved in or witness to the incident

6. Preliminary assessment of complaints

- 6.1. On receipt of a formal complaint, a preliminary assessment will be carried out to determine the next course of action.
- 6.2. In the event that the preliminary assessment determines that assisted resolution is appropriate, this could include:
 - a. clarifying a misunderstanding;
 - b. an apology;
 - c. facilitated discussion, including mediation or conciliation; or,
 - d. an agreed plan of action to avoid further incidents.

Note: Assisted resolution could determine that guidance, counselling or a warning be given to a relevant party.

- 6.3. Where appointment of an Investigator is considered necessary, the Complainant, in consultation with the Investigator, must determine whether:
 - a. the matter should be referred to local law enforcement within the jurisdiction;
 - b. the matter should be investigated; or,
 - c. any other further action should be taken.

Note: Event hosts may assign a suitable Investigator to be present as an initial point of contact for complaints.

- 6.4. Circumstances under which a determination to take no further action may be made include the following:

- a. the Complainant has provided insufficient detail or evidence of the alleged bullying, harassment or discrimination to enable the matter to be properly investigated; or,
 - b. the complaint is assessed to be frivolous, vexatious or malicious.
- 6.5. Where the matter is considered to warrant further investigation (Clause 6.3.b.), an Investigator shall be assigned, taking into account the jurisdiction, level of expertise, impartiality, etc. The Investigator must:
- a. acknowledge receipt of any complaint received within 5 working days and notify the Complainant (or other person who reported the incident) of the next steps in the investigation, including how any requests for anonymity will be handled;
 - b. refer all relevant parties to appropriate avenues of support; and,
 - c. advise and assess how the matter is to be progressed.
- 6.5.1. where the Complainant or the Respondent does not accept the outcomes of the investigation or the actions taken to address any bullying, they may refer the complaint for review using the reporting procedures in the IUCN [“Anti-harassment Policy, including bullying and sexual harassment, for IUCN events”](#) (IUCN 2019).
- 6.5.2. Complainants may bring other witnesses or other persons for support during conversations with the Investigator.

7. Investigation

- 7.1. Except where otherwise required by IUCN, SSC or CSG rules, protocols, policies and procedures, Investigators may determine their own procedures (including establishment of an Investigating Committee).
- 7.2. Investigators must make findings of fact and may make recommendations for resolving complaints, in accordance with IUCN, SSC and CSG rules, protocols, policies and procedures.
- 7.3. Investigators must give the CSG written reasons for their findings of fact and (if relevant) their recommendations.
- 7.4. Investigators must advise the parties of the projected timeframe for conclusion of the investigation.

8. Vexatious, malicious or false complaints

- 8.1. At any stage of this procedure, in the event that the CSG Executive Committee or Investigator determines that a person has made a vexatious, malicious or false complaint of bullying, harassment or discrimination, these procedures will also apply to the determination of whether a false, vexatious or malicious complaint has been made.
- 8.2. If the outcome of an investigation into a vexatious, malicious or false complaint of bullying, harassment or discrimination is found to be true, appropriate measures will be taken, including that person being expelled from the CSG.

9. Record keeping and monitoring

- 9.1. The Investigator is responsible for documenting the process and outcome of the complaint, specifically including any action taken to respond to the issue or any further action that is required - what, when and by whom.
- 9.2. The Investigator is responsible for providing (where appropriate) the documentation referred to in clause 9.1 and any relevant documentation relating to the investigation to the CSG Executive Committee.
- 9.3. The Investigator is responsible for confidential filing of all records collected, generated or used as part of the resolution or determination of a complaint under these procedures.
- 9.4. In all cases, the CSG Chair/s, in consultation with the CSG Executive Committee, is/are responsible for:

- a. taking steps to prevent the bullying, harassment, or discrimination from continuing or recurring;
- b. monitoring developments and resolution outcomes, including any mediation or facilitation process that might be recommended; and,
- c. maintaining the safety, integrity and identity of the individuals involved.

10. External assistance and advice

- 10.1. The CSG Executive Committee will make every reasonable effort to resolve bullying, harassment or discrimination concerns and complaints internally.
- 10.2. However, if a person alleges bullying, harassment or discrimination by a person over whom the CSG has no jurisdiction (eg outside of CSG-endorsed events), the CSG may be required to refer the Complainant to an external complaints procedure or to another agency (eg Human Resources Department of their own organisation, institution or company).
- 10.3. Individuals covered by this procedure may also elect to obtain their own advice or assistance, or make a complaint, in relation to bullying, harassment or discrimination.

11. Literature

IUCN (2016). Code of Conduct of the members of IUCN Commissions. https://www.iucn.org/sites/default/files/2023-10/code_of_conduct_for_commission_members_en-updated.pdf

IUCN (2019a). Policy on the Protection from Sexual Exploitation, Sexual Abuse, and Sexual Harassment. <https://www.iucn.org/sites/default/files/2022-05/iucn-policy-on-the-protection-from-sexual-exploitation-sexual-abuse-and-sexual-harassment-seah.pdf>

IUCN (2019b). Anti-harassment Policy, including bullying and sexual harassment, for IUCN Events. <https://www.iucn.org/sites/default/files/2022-05/anti-harassment-policy.pdf>

IUCN (2023). Code of Conduct and Professional Ethics. https://www.iucn.org/sites/default/files/2023-11/code_of_conduct_and_professional_ethics.pdf

For further information, contact the CSG Executive Officer (csg@wmi.com.au)

Annex 1: Sample Incident Form

This Incident Form provides an accessible and effective channel for reporting grievances or concerns and ensures transparent and impartial handling of all grievances.

| | |
|--|---|
| Full Name: | |
| Address: | |
| Contact Information (Phone, email): | |
| Contact Preference | <input type="checkbox"/> By mail (please provide mailing address): <input type="checkbox"/> By telephone (please provide telephone number): <input type="checkbox"/> By e-mail (please provide e-mail address): |
| Preferred language for communication | <input type="checkbox"/> <i>[insert other applicable language(s)]</i> <input type="checkbox"/> English <input type="checkbox"/> Other, please specify: |
| If a complaint is made through a representative, the name/s of the person/s on whose behalf the complaint is made | |
| Does the aggrieved party wish to keep their identity confidential? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Describe the grievance. What happened? Where did it happen? Who did it happen to? What is the result of the problem? | |
| | |
| Date/time of its occurrence: | <input type="checkbox"/> One time incident/grievance. Please provide date of occurrence: <input type="checkbox"/> More than once (how many times? When?) <input type="checkbox"/> On-going (currently experiencing problem) |
| What would you like to see happen to resolve the problem? | |