process by which individuals or groups can advance their concerns about structural forms of discrimination that may be related to SFU policies and procedures rather than be restricted to only individual acts of discrimination. These structural matters can significantly and adversely affect individual experiences at SFU; thus, we recommend that SFU prioritize developing a process by which concerns can not only be raised but can also be addressed. We hope that such matters are already under consideration, but if not, we hope that discussions can commence as we believe such a process is vital to ensuring access, transparency, and

Finally, we wish to support the continued inclusion of detailed information about the types of complaints and individuals who access the HRO for informal as well as formal assistance. We hope that the HRO is able to continue collecting these data, but also that expanded information about all parties