Yuan Ze University Workplace Bullying Prevention Measures, Complaint and Disciplinary Handling Regulations

Approved by the Environmental Safety and Health Center Meeting, July 8, 2026 (115.07.08)
Approved by the 23rd Administrative Meeting of the 114 Academic Year, July 22, 2026 (115.07.22)

Article 1. Yuan Ze University (hereinafter "the University"), in order to provide faculty, staff, and workers with a working environment free from workplace bullying and to protect their physical and mental health, rights and interests, and privacy, hereby establishes these Regulations in accordance with Chapter 2-1 of the Occupational Safety and Health Act and the relevant provisions of the Guidelines for Workplace Bullying Prevention Measures.

Article 2. The workplace-bullying prevention and complaint-handling procedures set out in these Regulations apply not only to faculty and staff employed by the University, but shall also apply, mutatis mutandis, to other persons who perform labor under the direction and supervision of the person in charge of the workplace (such as dispatched workers).

Article 3. No supervisor at any level of the University, and no employee — whether toward a supervisor or toward another employee — shall make use of a position of duty or authority to exceed the scope necessary and reasonable for business purposes, and repeatedly engage in offensive, threatening, belittling, isolating, insulting, or other improper words or conduct that causes harm to another person's physical or mental health.

Article 4. Pursuant to the definition in Article 22-1 of the Occupational Safety and Health Act, workplace bullying may be found only where all five of the following elements are satisfied and the matter has undergone the investigation procedure:

1. It occurs at the workplace and in the course of performing duties.
2. A University employee makes use of a position of duty or authority.
3. The conduct exceeds the scope necessary and reasonable for business purposes.
4. There is repeated or continuous improper speech or conduct.
5. It causes harm to a colleague's physical or mental health.

In making the determination under the preceding paragraph, the background, frequency, and location of the incident, the actor's motive and purpose, and the circumstances of the following categories shall be comprehensively considered:

(1) Deliberately excluding, ignoring, or being indifferent toward a specific person, or preventing that person from participating in necessary important meetings, matters, or activities.

(2) Deliberately sabotaging or obstructing a specific person's work, exploiting one's position

to create difficulties, deliberately concealing information, or providing false information.

(3) Oppressing a specific person by abuse of power, or deliberately assigning unreasonable work targets or work clearly incompatible with that person's ability.

(4) Deliberately spreading rumors about, or disclosing the private information of, a specific person.

Article 5. For workplace-bullying incidents, the University shall establish the following complaint channels, and shall post them prominently in the workplace and disclose them on the internal information platform:

1. Complaint e-mail: esh@saturn.yzu.edu.tw

2. Complaint hotline: 03-4638800, extensions 2066 and 2060

Article 6. All employees of every unit of the University shall receive workplace-bullying prevention training, and supervisors at every level shall take advantage of various occasions to strengthen the promotion of workplace-bullying prevention and complaint channels to the employees under their supervision. Supervisors at every level, and persons responsible for or participating in the investigation, handling, coordination, and re-examination of complaint cases, shall additionally receive training in communication skills, management, and complaint-case handling.

Article 7. When the University becomes aware that a worker has suffered workplace bullying, it shall adopt the following immediate and effective appropriate measures:

1. Where the University becomes aware of the matter because it has received a complaint from the bullied faculty or staff member:

(1) Taking the complainant's wishes into consideration, adopt appropriate measures such as separation, to prevent the recurrence of workplace bullying against the complainant, and shall not subject the complainant to any adverse treatment on that account.

(2) According to the complainant's needs, provide or refer the complainant to legal consultation and other advisory services, medical or psychological counseling, social welfare resources, and other necessary assistance or protective measures.

(3) Initiate the investigation procedure and conduct interviews and investigation of persons relevant to the complaint case; if the complainant is willing, coordination may be conducted, and if coordination is unsuccessful, the investigation shall continue.

(4) Depending on the investigation result, take appropriate disciplinary action or other measures against the offender according to the severity of the circumstances.

2. Where the University becomes aware of the matter otherwise than through the circumstances of the preceding item:

(1) Interview relevant personnel and conduct necessary clarification and verification of the relevant facts.

(2) Inform the bullied worker of the rights and remedies they may assert, and assist them, according to their wishes, in coordination or in filing a complaint.

(3) Appropriately adjust the work content or workplace of relevant personnel.

(4) According to the bullied worker's wishes, provide or refer them to legal consultation and other advisory services, medical or psychological counseling, social welfare resources, and other necessary assistance or protective measures.

(5) Where the University becomes aware of a suspected workplace-bullying incident but the party concerned has not yet filed a formal complaint, the Office of Human Resources may, together with the relevant unit, conduct a risk assessment and, where necessary, request approval from the President or an authorized supervisor to adopt necessary temporary protective measures, including adjusting the workplace, seating arrangement, division of duties, supervisory relationships, or other measures to avoid direct contact between the parties concerned.

Article 8. The University shall establish a Complaint Handling Unit to handle workplace-bullying complaint cases. The Unit shall have at least 3 members, and the proportion of either gender shall not be less than one-third. Members of the Complaint Handling Unit shall be designated by the President from among the heads of relevant departments or incumbent employees, and external professionals with relevant case-handling experience may also be invited to serve.

The President may designate one member of the Complaint Handling Unit to serve as convener, who shall also chair its meetings; if the chair is unable to preside over a meeting for any reason, another member may be designated to act as proxy.

If a dispatched worker suffers workplace bullying by a University employee, the University shall accept the complaint and jointly investigate the matter together with the dispatching employer, and shall notify the complainant, the respondent (hereinafter collectively "the parties"), and the dispatching employer of the outcome.

Article 9. Where the respondent is the University's highest responsible person, the affected colleague may, in accordance with Article 22-3, Paragraph 1 of the Occupational Safety and Health Act, file a complaint directly with the competent municipal or county (city) authority where the University is located; the University shall nonetheless adopt immediate and effective appropriate measures in accordance with notification from the competent authority and the provisions of the Occupational Safety and Health Act.

Article 10. A complaint may be filed verbally, by e-mail, or in writing. Where filed verbally or by e-mail, the receiving personnel or unit shall prepare a record and shall read it aloud to, or have it reviewed by, the complainant to confirm its accuracy. The complaint record shall state the following matters:

1. The complainant's name, service unit and title, residential address, contact telephone number, and date of complaint.

2. Where there is a statutory agent or an authorized representative, that person's name, residential address, and contact telephone number; where an agent has been authorized, a power of attorney shall be attached.

3. The factual content of the complaint and relevant evidence.

Article 11. Workplace-bullying complaint cases shall be handled in a non-public manner, protecting the privacy of the parties, persons assisting with the complaint, and persons invited to assist with the investigation, and ensuring that the complainant, persons assisting with the complaint, and persons participating in or responsible for the investigation are free from retaliation or other adverse treatment.

Article 12. Personnel participating in the investigation, handling, or re-examination of a complaint case shall voluntarily recuse themselves where they are themselves a party to the case, or have a relationship with a party as spouse, former spouse, blood relative within the fourth degree, relative by marriage within the third degree, or as head of household or other family member. Where other concrete facts exist sufficient to establish a risk of bias in carrying out the investigation, handling, or re-examination procedure, a party may apply in writing for recusal, stating the reasons and facts therefor.

Article 13. The Complaint Handling Unit may decline to accept a complaint upon receiving it under any of the following circumstances:

1. The matter does not constitute workplace bullying as defined in Article 22-1, Paragraph 1 of the Occupational Safety and Health Act.

2. The complaint contains no specific content.

3. The complainant does not provide a true name or information sufficient to identify their identity.

4. The same matter has already not been accepted, or a final substantive disposition has already been made.

5. The complaint case has already been withdrawn.

6. The complaint deadline has already expired.

Article 14. The Complaint Handling Unit shall decide whether to accept a complaint within 10 working days of receiving it, and shall notify the complainant in writing; where the complaint is not accepted, the reasons therefor shall be stated in the written notice. Where the complaint is accepted, the case shall be registered in the system within 7 working days from the day after acceptance, in accordance with the content and manner announced by the Ministry of Labor, and the complainant shall be notified accordingly.

Article 15. After accepting a complaint, the University shall conduct the investigation in an objective, fair, and impartial manner, and shall protect the personal privacy of the parties, persons assisting with the complaint, and persons invited to assist with the investigation during the investigation process.

Article 16. When investigating a complaint case, if the complainant is willing to have a coordinator assist, a coordinator shall be arranged on an objective, fair, and impartial basis; the coordinator shall be agreed to by the parties. If either party is unwilling, or if no consensus has been reached one month after the date coordination began, coordination shall be discontinued; if coordination is unsuccessful, the investigation shall continue and other appropriate measures shall be taken.

Article 17. During the investigation, the parties shall be given the opportunity to state their views and to respond, and shall be notified in writing of the purpose, time, and place of the investigation and the consequences of failing to appear; interviews with the parties and relevant personnel shall be assisted by audio or video recording and shall be documented; the investigation process shall not permit confrontation between the parties or between a party and a person assisting with the investigation; investigating personnel and all persons participating in handling the complaint case bear an obligation of confidentiality.

Article 18. Within 15 working days from the date of accepting a complaint, the University shall have the Complaint Handling Unit select investigation members and form an Investigation Team to conduct the investigation. The Investigation Team shall have at least 3 members, of whom external professionals shall not be less than one-half, and the proportion of either gender shall not be less than one-third.

Article 19. University members of the Investigation Team shall attend a course held by a competent authority or a labor-inspection institution, or complete an online course established on the Ministry of Labor’s website, and shall complete at least 3 hours of workplace-bullying prevention training. External professionals on the Investigation Team shall possess experience handling labor rights or related affairs.

Article 20. The investigation of a workplace-bullying complaint shall complete the investigation report within 2 months from the day after the Investigation Team is formed; if necessary, the period may be extended by 1 month, with the parties notified accordingly (any coordination period during the investigation process is not included in this period).

The investigation report under the preceding paragraph shall be submitted to the Complaint Handling Unit for review, and shall include the following:

1. The case background of the complaint, including the gist of the complainant’s complaint.
2. The investigation and interview process, including the dates and persons involved.
3. Key points of the statements made by the parties and relevant personnel.
4. The findings of fact and the reasons therefor, including the key points of statements by

witnesses and relevant personnel and the examination of relevant physical evidence.

5. Recommendations for handling.

Article 21. The Complaint Handling Unit shall, no later than one month from the date the investigation report is completed, taking the investigation results into reference, decide whether the workplace-bullying complaint is established, and may provide recommendations for disciplinary action or other handling by the University. Such decision requires the attendance of at least one-half of the Complaint Handling Unit's members, with a majority of those present in agreement.

Article 22. Within 10 working days of deciding whether a workplace-bullying complaint is established, the University shall notify the parties in writing of the decision, stating the facts and reasons, and shall register the decision in the system designated by the Ministry of Labor and provide an explanation of the method and time limit for seeking remedy through re-examination.

Article 23. Where workplace bullying is confirmed by investigation, the University shall, according to the severity of the circumstances, impose appropriate disciplinary action or other measures on the offender in accordance with work rules, the labor contract, reward-and-discipline regulations, and other relevant laws and regulations; this shall not apply where the offender has already left the University.

In determining the severity of the circumstances under the preceding paragraph, consideration shall be given to the degree of harm to the complainant's physical and mental health, the frequency and methods of the conduct, the relationship between the parties, the offender's attitude after the violation, any past similar conduct, and the impact on the University.

Article 24. The University shall not dismiss, demote, reduce the salary of, impair the statutory, contractual, or customary rights and interests of, or otherwise subject to adverse disposition, any worker who lawfully files a complaint or assists another person in filing a complaint; this shall not apply where it has been proven that the person maliciously fabricated the facts.

Article 25. A party dissatisfied with the decision on whether a complaint is established may, within 30 days from the day after receiving the written notice, submit a written re-examination request stating the reasons to the University; only one re-examination request may be filed per incident. Upon receiving the re-examination request, the University shall, within 10 working days, have a convener nominated from among the members of the Complaint Handling Unit to convene a re-examination review meeting.

Article 26. If the re-examination review meeting discovers a material defect in the investigation and handling procedure, or new evidence sufficient to affect the findings of the original investigation, a Re-examination Investigation Team shall be formed to conduct a further investigation. The Re-examination Investigation Team shall have at least 3 members, of whom external professionals shall not be less than two-thirds, and the proportion of either gender shall not be less than one-third.

Article 27. The Complaint Handling Unit shall, within 30 days from the date the re-examination review meeting is held, make a decision stating the reasons; where a further investigation is required, the decision period may be extended by 30 days. Within 10 working days from the date of the re-examination decision, the University shall notify the re-examination applicant in writing of the facts and reasons, and shall register the re-examination result in the system designated by the Ministry of Labor within 10 working days from the date the result is made.

Article 28. The University shall track, evaluate, and supervise workplace-bullying complaint and re-examination cases, to ensure the effective implementation of disciplinary action or other handling measures, prevent the recurrence of the same incident or retaliatory conduct, and shall comprehensively evaluate and review these Regulations, adopting necessary improvement measures.

Article 29. The University shall create execution records of the preventive measures, complaint acceptance, coordination, investigation, and re-examination procedures adopted under these Regulations, and shall retain them for 3 years.

Article 30. Where a workplace-bullying complaint case involves conduct constituting workplace sexual harassment, the University shall handle the matter in accordance with the procedures set out in the Guidelines for Workplace Bullying Prevention Measures and the Guidelines for Workplace Sexual Harassment Prevention Measures, and, in accordance with the complainant’s wishes and the content of the complaint, and under the principle of avoiding repeated questioning, shall conduct joint investigative interviews or fact clarification.

Article 31. These Regulations shall take effect upon approval at an Administrative Meeting, and the same procedure shall apply to any amendment thereof.