

# RESOLUTION 101: GUIDELINES FOR RESPONDERS

Your Producer has identified you as a Responder. Congratulations! This document will help you fulfill your role.



**INDEPENDENT PRODUCTION  
SAFETY INITIATIVE**

A Resource from  
the Producers Guild of America for a  
Safe, Harassment-Free Workplace

**[ProducersGuild.org/IPSI](http://ProducersGuild.org/IPSI)**



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# Resolution 101: Guidelines for Responders

## WHAT IS YOUR ROLE?

You have been selected for your leadership and interpersonal skills. In this capacity, you must lead by example. Adhere to the Code of Conduct and support others in doing so.

- **Provide your best contact information and be responsive.** Your producer and the people on set are counting on you to help communicate issues. Respond to all complainants within 24 hours of learning of the complaint. You will be compensated for time spent outside of normal production hours.
- **Be empathetic and unbiased.** Your role is not to commiserate, gossip, take sides, or place blame. Your role is to report incidents to the appropriate supervisor or producer.
- **Ask for help.** If you are not sure how to handle a situation, ask for help. Refer to the attached Resources Guide for more information. In all cases, you will report what you have learned “up the chain of command” to ensure that all parties are aware of what has occurred and that legal counsel has been contacted if appropriate.
- **Be discreet.** Although you must never promise to keep a complaint confidential, you should share information only on a need-to-know basis and not create additional gossip about a situation.

## WHAT SHOULD YOU DO?

Someone has come to you with an issue. Now what? If the moment is not workable for you given your assignment on set, schedule a time and location to speak to the individual. Immediate action is best but may not be feasible. Do not wait longer than 24 hours to speak with the individual.

- **Advise the individual(s) that you cannot ensure anonymity or confidentiality.**
- **Start an Incident Log document (attached).** No matter how small the incident, record your response on an Incident Log.
- **Take record of the incident as it is told to you.** If the complainant is comfortable, you may consider recording on your cell phone or other device. You must obtain consent to record conversations.
  - Names of involved parties
  - Names of any witnesses (e.g., who else was present?)
  - Dates and times of incident(s)
  - Location of incident
  - Account of the incident
  - Any materials related to the incident (e.g., if the allegation is about inappropriate text)
  - What actions have been taken already?

*cont.*



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- **Report the allegations and any relevant information you have collected to the Producer and/or appropriate supervisor.** If the incident includes what you believe to be criminal activity (e.g., sexual or other physical assault, use of a weapon, threats of a terrorist nature), your producer or the appropriate supervisor should consider calling law enforcement.
- **Be on the look-out for retaliation from both complainant and accused.** Retaliation may look like gossip, additional unwelcomed joking or harassment, “calling out” individuals, “blocking” from work or opportunities, etc. This must be reported immediately.
- **Follow-up.** Ask the individual if the actions you or others took have resolved their situation.



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# Incident Log

DATE: \_\_\_\_\_

THIS REPORT HAS BEEN PREPARED BY: \_\_\_\_\_

PRODUCTION NAME: \_\_\_\_\_

COMPLAINANT(S) NAME(S): \_\_\_\_\_

ACCUSED NAME(S): \_\_\_\_\_

DATE(S) OF INCIDENT(S): \_\_\_\_\_

LOCATION(S) OF INCIDENT(S): \_\_\_\_\_

WITNESS NAMES (IF ANY): \_\_\_\_\_

BRIEF SUMMARY:  
\_\_\_\_\_  
\_\_\_\_\_

SUMMARY WAS RECORDED ON THE FOLLOWING MOBILE DEVICE:  
\_\_\_\_\_

## **ACTION(S) TAKEN IN THIS INCIDENT** (check all that apply, record date)

Incident reported to producer or appropriate supervisor DATE: \_\_\_\_\_

If appropriate, producer or supervisor spoke with the complainant and the accused independently DATE: \_\_\_\_\_

If appropriate, producer or supervisor mediated with all involved parties DATE: \_\_\_\_\_

Incident was resolved DATE: \_\_\_\_\_

Producer or appropriate supervisor addressed the topic at Safety Briefing or other meeting DATE: \_\_\_\_\_

Producer sought legal counsel DATE: \_\_\_\_\_

Other \_\_\_\_\_