

# Complaint Resolution Flow Chart



OPHD receives concern/report/question/complaint/request for advice

OPHD assists with early resolution

OPHD discusses policies, resources, and options for resolution with Complainant

Complainant or OPHD initiates Formal Investigation

- Early resolution options may include:
- Complainant electing to resolve directly with Respondent
  - Separating the parties
  - Referring the parties to counseling programs
  - Negotiating an agreement for disciplinary action
  - Conducting targeted educational and training programs

- OPHD may recommend interim remedies, which may include:
- Retaking a course
  - Housing reassignment
  - Job reassignment
  - Other appropriate action

OPHD notifies Respondent and provides summary of allegations and discusses policies and resources available

OPHD interviews the parties and other witnesses, gathers evidence, and determines whether sufficient evidence of violation of University policy

Investigative Report sent to appropriate Vice Chancellor, supervisor, or dean for appropriate action or discipline. Complainant and Respondent may request copy of Investigative Report.

OPHD prepares written Investigative Report with findings

Individuals may have appeal rights through applicable grievance and complaint procedures

No finding of a Policy violation

Finding of a Policy violation

Discipline or negotiated resolution