Office of Diversity & Equal Opportunity
COMPLAINT PROCESS
(FORMAL STEP BY STEP PROCESS)

1. Complainant(s) files written discrimination/harassment complaint.

2. ODEO stamps date receipt of original complaint and informs Complainant(s) of process and may contact Complainant(s) for more information prior to Respondent(s) notification.

3. ODEO notifies the Respondent(s) via letter certified mail and regular mail within 10 business days. A copy of policy, procedure, complaint & sample Respondent(s) Response form attached to Respondent(s) letter.

4. ODEO stamps date receipt of the letter from Respondent(s).

5. ODEO Director develops questions for each Complainant(s), Respondent(s) and Witnesses from complaint and response submitted by Complainant(s) & Respondent(s).

6. ODEO Director may interview Complainant(s) for more information.

7. ODEO Director interviews the Respondent(s), takes notes and stamps dates documents received.

8. ODEO Director interviews the Witnesses of the Complainant(s) & Respondent(s) and takes notes.

9. ODEO Director develops and incorporates information into an Investigative Report.

10. Upon completion of the Investigative Report, the Complainant(s) and the Respondent(s) review the Investigation Report (note-taking is permitted, photocopying is prohibited).

11. Both Complainant(s) and Respondent(s) have the opportunity to respond in writing to the Investigation Report within ten (10) business days.

12. The Investigative Report and any additional responses from the Complainant(s) and the Respondent(s) are then submitted to:

   Vice President or President

13. Within ten (10) business days, the Vice President or President will send a determination letter to the Complainant(s) & Respondent(s) with a copy to ODEO Director.

14. As appropriate, the Director conducts follow-up on the determination recommendations after which point the case will be closed.

Complainant: the individual(s) alleging the occurrence of discrimination or harassment.

Respondent: the individual(s) against whom a complaint of violation of this policy is made.