

Investigation Complaint Process

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Three Pronged Approach

- ***Consultative Approach*** – OEO will consult, make an assessment, and intervene as appropriate – facilitated discussions, phone calls, meetings, etc. No formal notice of complaint will be issued.
- ***Mediation*** – A process for resolving disputes in which a trained Mediator will help the parties negotiate a dispute. OEO will assess the situation to determine if mediation is appropriate. The Complainant or Respondent may refuse mediation or, once commenced, end it at any time. No adverse inference will be drawn from the decision. If mediation is successful, the matter will be considered closed.
- ***Formal Investigation*** – OEO will make a preliminary assessment that the issue raised warrants a formal investigation. OEO will provide notification to the relevant parties and Decisional Authority, as appropriate. If OEO determines a need for immediate interim action, e.g. removal, reassignment, administrative leave, or suspension, such action will be administered by the Decisional Authority.

Note: Complainant – Charging Party
Respondent – Responding Party or Accused
Decisional Authority – Executive/Assoc./Asst. Vice Chancellors, Deans, Assoc. Deans, etc.

Mediation – When Is It Useful?

- Aftermath of an incident when emotions have eased enough that the parties can begin to talk
- When parties want to see the conflict end
 - People have a chance to air their wounds
 - Parties can bring up whatever comes to mind
 - No restrictions to the subject of the dispute
- Nip potentially combative situations – be proactive
- Keep a finger on the pulse of the group

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