**Informal Complaint Resolution Process**

Date of Current Revision: March, 2013

**Complainant:** a university community member or visitor who files a formal complaint under Policy 1324.

**Respondent:** an employee or affiliate of the university or visitor against whom a complaint under Policy 1324 has been filed.

If complainant feels safe and comfortable doing so, try first to resolve the problem directly with the respondent. E-mail is the preferred method of communication. Keep copies of any written documentation.

Alternately, discuss the problem promptly with any of the following:
- the Director of Equal Opportunity (DEO)
- the complainant's supervisor
- a Counseling and Student Development Center staff member
- Human Resources staff member
- the faculty or student ombudsperson
- the respondent’s supervisor
- Another university official who the complainant believes to be an appropriate adviser given the nature of the situation (i.e., a coach, a faculty member, a residence hall adviser, etc.)

If neither discussion resolves the issue, the complainant should contact the Director of Equal Opportunity (DEO) no later than 30 days after the last behavior date.

The DEO will discuss the options and procedures for further investigation, resolution attempts, and hearing. The DEO may, with permission from the complainant, contact the respondent to attempt to bring about a resolution. The DEO may suggest mediation.

If these measures fail to resolve the problem, the complainant may choose to file a formal complaint.

Any university official contacted by a complainant is encouraged to communicate the general nature of the matter to the DEO, without disclosing the identities of the parties if necessary, to assist the DEO in developing effective campus educational programs and assessing the campus climate.

Please note, that mediation is entirely voluntary. Deciding not to participate will not be held against either the complainant or the respondent.