Overview of Complaint Resolution Process

**Step I**
- Employee submits written complaint

**Step II**
- Location conducts Initial Assessment
  - Location rejects complaint
  - Location accepts complaint
    - Employee appeals to OP for timeliness or scope only
      - Appeal Denied [End of Process]
      - Appeal Successful
  - Written response provided to employee
    - Employee appeals claims not satisfactorily resolved (3 options available)
      - Option: Employee selects Administrative Review
        - Final and binding written decision provided to employee
        - Decision final [End of Process] unless complaint eligible for hearing at Step III
      - Option: Employee selects Factfinding
        - Factfinder conducts factfinding; report provided to decision-maker
        - Final and binding written decision provided to employee
        - Decision final [End of Process]
      - Option: If complaint alleged violation(s) of any policy listed in PPSM 70 Section V.E.2.a.1-8
        - If University agrees, employee proceeds directly to Step III for hearing
          - Employee chooses to use University or non-University hearing officer
            - Hearing where Employee/Rep and Department Head/Rep examine witnesses and submit relevant evidence
            - Hearing officer issues final and binding written decision
            - Decision final [End of Process]
          - Employee submits claims not satisfactorily resolved for hearing
            - Appeal Successful
            - Appeal Denied [End of Process]
          - Location rejects complaint
          - Location accepts complaint
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