

Step	Actions
Step One: Receiving and Assessing Complaint	<ul style="list-style-type: none"> • Complaints can come in many forms: <ul style="list-style-type: none"> ○ Verbal ○ Written ○ Observed • Initial Discussion with Complainant <ul style="list-style-type: none"> ○ Gather facts to understand complaint and determine process
Step Two: Urgent Measures	<p>What immediate action is required?</p> <ul style="list-style-type: none"> • Mandatory reporting obligations • Was a crime committed? • Title IX? (If Title IX, do not discipline.) <p>What supportive measures are needed (Complainant and Respondent)?</p> <ul style="list-style-type: none"> • <u>Consider</u>: schedule change, no contact order, modified lunch schedules, change in work locations, counseling, extensions of deadlines or other course-related adjustments, voluntary independent study, voluntary transfer, campus safety escort, increased security, monitoring of certain areas on campus • Administrative Leave/Emergency Removal (if Title IX)
Step Three: Initiate an Investigation into the Complaint	<p>What Board Policy/Administrative Regulation must be followed?</p> <ul style="list-style-type: none"> • Know your timeline (look at relevant BP/AR and Collective Bargaining Agreements) <p>Define the allegations</p> <ul style="list-style-type: none"> • Clear and concise “yes or no” questions or statements • Avoid legal terms such as “discriminated” “harassed” or “retaliated” • Avoid ambiguous and subjective words
Step Four: Gather, Review, and Preserve Evidence	<p>Be sure to ask parties and witnesses about available documentation and evidence.¹</p> <p>Review notes, written complaint, etc.</p> <p>Evaluate and make list of all potential witnesses.</p>
Step Five: Draft a List of Witnesses	<p>Consider order, timing, location of interviews</p> <ul style="list-style-type: none"> • Complainant, witnesses, Respondent • Potential conflicts of interest

¹ Examples may include: Emails, Phone Records, Attendance Records, Travel Logs, Security Records, Computer Records/Files, Internet Usage and Websites Visited, Picture, Audio/Video, Credit Card Receipts, Observing Locations

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Step Six: Draft Interview Questions and Apply a Trauma-Informed Approach	Do not promise confidentiality Use a trauma-informed approach. <ul style="list-style-type: none"> • Schedule interview at convenient time and place. • Listen attentively and actively without interrupting. • Allow interviewee to control flow of information. • Do not victim-blame. • Save clarifying questions for the end. • Explain the need/context when asking sensitive questions. • Suggest breaks as needed. Get written statements to supplement the interview Consider having a second administrator in the room Take detailed notes
Step Seven: Conduct Interviews	Consider student and employee rights as Parties/Witnesses Be prepared to address issues (e.g., uncooperative parties/witnesses, concurrent police investigations, etc.)
Step Eight: Prepare the Investigation Report	Analyze the evidence Apply facts to law/policy Consider own bias and make credibility determinations
Step Nine: Corrective Action	Determine if corrective action is required based on outcome of investigation
Step Ten: Reflect	Tie up any loose ends: <ul style="list-style-type: none"> • Is a CTC report required? • Have all mandated reporter duties been satisfied? • Are their systemic issues at play that need to be addressed?