COMPLAINT ASSESSMENT WORKFLOW
(INFORMAL VS. FORMAL)

1. Complaints: Violations of UH Policy (i.e. Workplace Nonviolence, E9.210, Title IX, EEO) or procedure - either can be a written or unwritten complaint.
   a. Informal Complaints: is a general act of bringing awareness to a situation
      i. A complaint can be handled informally from the start but can always be moved to a formal handling track if informal investigation reveals that formal treatment is needed.
   b. Formal Complaints: is an allegation specific to a violation of an UH policy, and the complainant is seeking formal redress under the policy.
      i. Please note, some formal complaints can be addressed in an informal manner, but the assessment will be made at the Dean/Director level.

Assess the Complaint
* Can this matter be resolved at an informal level?
* Are there alternatives and satisfactory means to redress the issue?
* When did this incident occur? Has there been an elapsed time since the incident?

If YES

Determine Severity
Ask these questions:
1) How serious is the complaint and its significance for the reporting party and unit?
2) Is this one of a series of complaints, does this indicate a pattern?

If you've determined that its not serious and this does not indicate a pattern, then you can conduct an INFORMAL investigation.

If you've determined that at least one of these two matter exists (i.e. serious but no pattern etc...) then best to conduct a FORMAL investigation.

If matter is Title IX or EEO related, it should be deferred to appropriate office for next-steps.