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| Complaint Investigation Process |
| THE GOALS: Diffuse, Timely, Transparent, Fair, Document |
| Complainant must be contacted within 48 hours of complaint |
| **INITIAL REPORT** |
| Use Compliance Management Investigation Form |
| Who initiated the complaint |
| Who are the key stakeholders |
| What department(s) are involved |
| [INFORMAL COMPLAINT](https://legal.maricopa.edu/harassment/discrimination-complaint-procedures-for-students) | [FORMAL COMPLAINT](https://legal.maricopa.edu/harassment/discrimination-complaint-procedures-for-students) |
| IF INFORMAL: Diffuse at lowest level; DOCUMENT; involve Chair & Dean as needed | IF FORMAL: Additional documentation and a higher level of involvement will occur; involve Dean, VP, President, District as needed |
| **INVESTIGATION** |
| **WHAT TYPE OF COMPLAINT IS IT?** |
| Grades | Conduct |
| Discrimination | Equality |
| Dishonesty | Obstruction of Teaching |
| Academic Misconduct | Sexual Harassment |
| **WHAT POLICY OR REGULATION WAS VIOLATED?** |
| College Code of Conduct | Administrative Regulations |
| Age Discrimination | Clery Act |
| ADA/Section 504 | NJCAA |
| Title IX | Title VI |
| FERPA | Employee |
| **INTERVIEWS** |
| Complete Interview Template for each key stakeholder |
| Communicate process to all key players every 72 hours |
| **REPORT** |
| Follow up email (informal) or letter (formal) is sent to student with resolution |
| Communicate findings/recommendations and share with key players; provide recommendations only, not personnel actions |
| **SANCTION** |
| **The following sanctions may be imposed** |
| Warning | Discretionary Sanctions |
| Probation | College Suspension |
| Loss of Privileges | College Expulsion |
| Restitution |   |
| **APPEAL** |
| Decision may be appealed within 5 days of receipt of decision |
| **FINAL** |
| If appealed, the VP or designee upholds or overturns the final decision |