**Resolution Process Flowchart**

**COMPLAINT RECEIVED BY DIA**
(made directly to DIA; referred by Title IX or other university office; initiated by DIA)

**TITLE IX FORMAL COMPLAINT: TRACK A OR B**
- Investigator assigned
- FORMAL INVESTIGATION
  - Preliminary investigation report without statement of finding/no finding issued to parties (comment period)
  - Completed investigation report without statement of finding/no finding issued to parties and assigned hearing officer
- LIVE HEARING
  - Hearing officer determination
    - Finding of policy violation
      - Draft determination letter sent to decision-maker for disciplinary sanctions
      - Determination letter with sanctions sent to parties (DIA involvement complete)
    - No finding of policy violation
      - Optional appeal to appellate officer
- DUE DILIGENCE**
  - Investigator assigned
  - Completed investigation report with statement of finding/no finding issued to decision-maker (DIA involvement complete)
  - Final determination and disciplinary sanctions rest with decision-maker

**TITLE IX FORMAL COMPLAINT: TRACK C**
- Investigator assigned
- FORMAL INVESTIGATION
  - Preliminary investigation report with statement of finding/no finding issued to parties (comment period)
  - Completed investigation report with statement of finding/no finding issued to parties (comment period)
- FORMAL INVESTIGATION
  - Preliminary investigation report with statement of finding/no finding issued to parties (comment period)
  - Completed investigation report with statement of finding/no finding issued to decision-maker (DIA involvement complete)
- Final determination and disciplinary sanctions rest with decision-maker

**ALL OTHER COMPLAINTS**
- Closed after due diligence
- Referred to other department*
- DUE DILIGENCE**
  - Investigator assigned
  - Completed investigation report with statement of finding/no finding issued to decision-maker (DIA involvement complete)
  - Final determination and disciplinary sanctions rest with decision-maker

* Referrals to other university departments: Includes matters referred for review of issues outside DIA’s purview and matters referred for informal resolution or restorative practices.

** Due diligence inquiry: A fact-finding inquiry (not a formal investigation) conducted when initial assessment of a complaint indicates a possible violation of one or more policies within DIA’s purview. If the due diligence inquiry reveals sufficient evidence of a possible policy violation, the matter proceeds to a formal investigation. Otherwise, the matter is closed, or the matter may be referred for informal resolution/restorative practices or review of issues outside DIA’s purview.

During the formal investigation process, a complaint may be dismissed or referred for restorative practices, an alternative path to resolution. However, most formal investigations conclude with an investigation report.

Investigations into external complaints made to outside agencies, such as the Texas Workforce Commission, Equal Employment Opportunity Commission, or Department of Labor, typically conclude with a position statement being issued to the agency, rather than an investigation report.