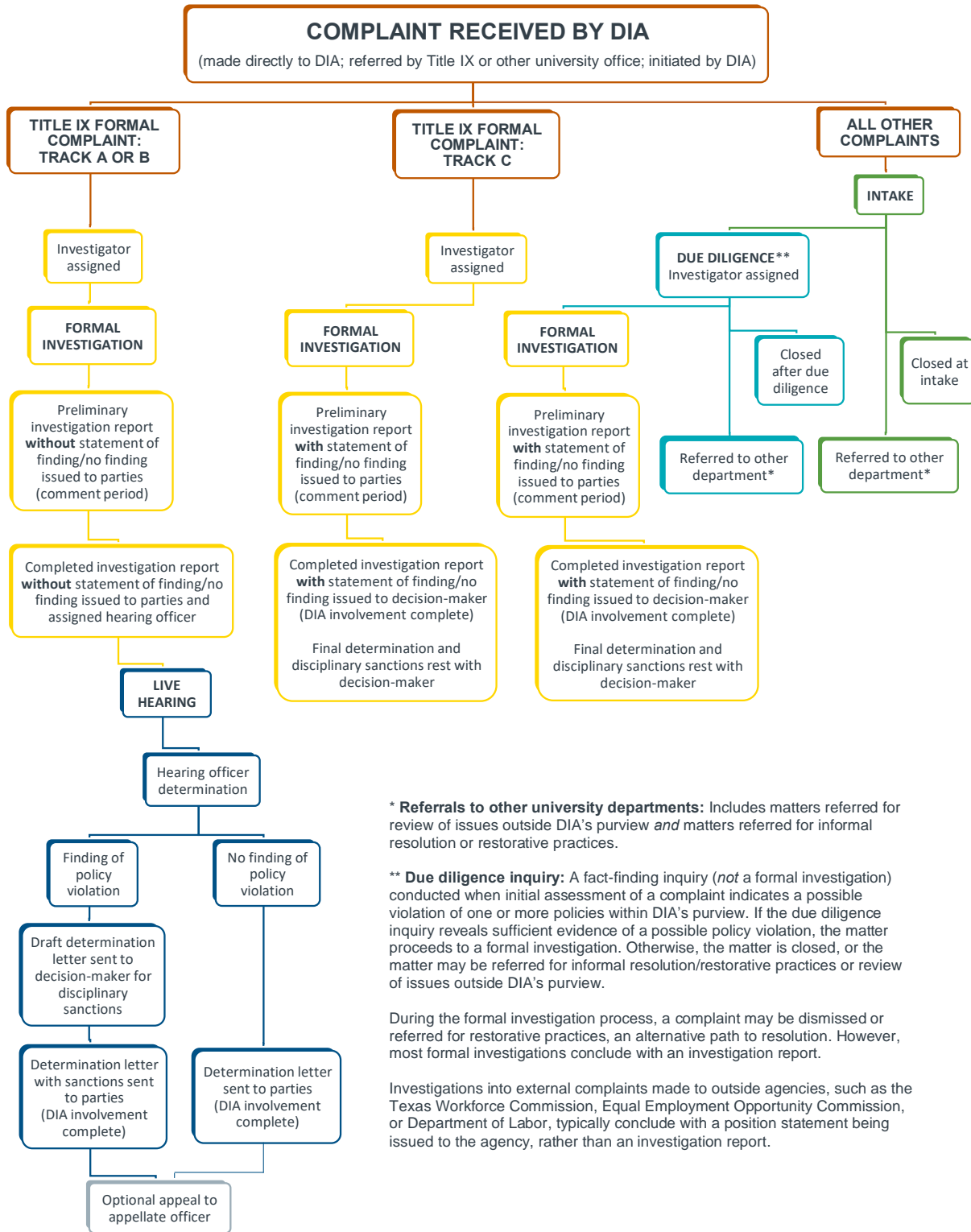


# Resolution Process Flowchart



\* **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.