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)
Optional appeal to appellate officer

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 decision-maker (DIA involvement complete)
Final determination and disciplinary sanctions rest with decision-maker

DUE DILIGENCE**
Investigator assigned
Closed after due diligence
Referred to other department*
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

INTAKE
Closed at intake
Referred to other department*

ALL OTHER COMPLAINTS

* 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.