Informal Resolution Process

1. Investigation Starts

2. Complainant Requests Informal Resolution Process

3. Informal Resolution/Grievance Process Initiated

4. Do Parties Agree to the Outcome/Resolution?
   - YES: Resolution Process is Complete. Case is Closed.
   - NO: Investigation Process Resumes

*An Informal Resolution/Grievance process can be entered into at any time during the investigation or prior to a hearing. If the parties agree upon a resolution, the case can be closed. If the parties do not agree upon a resolution, the case will resume in the investigation and formal hearing process.