IHRC ADMINISTRATIVE COMPLAINT RESOLUTION PROCEDURE

INTAKE APPOINTMENT
- Concerns evaluated for jurisdiction by *Intake Investigator*
- Commission is neutral, fact-finding agency

NO CHARGE FILED
(No jurisdiction)
- Referral made to appropriate agency or organization
- No protected basis identified; untimely; other

FORMAL CHARGE FILED
(Jurisdiction)
- Complainant files Charge
- Respondent notified; 30 days to answer by statute*
- Response sent to Complainant

*Extensions may be granted by request

INVESTIGATION BEGINS
- *Senior Investigator/Mediator* assigned
- Parties offered mediation

SUCCESSFUL MEDIATION
CASE CLOSED
- Mediation may be explored by request at any time
- Both parties must agree to mediate; both must agree to terms of any settlement

UNSUCCESSFUL MEDIATION
INVESTIGATION CONTINUES
- One or both parties decline mediation
- Mediation attempted, but unsuccessful

Questions of Law
- The Charge presents a question that can be decided early on the merits, based on legal precedent
- The case is administratively reviewed and a determination is issued by the Commission
- Cases most commonly include evaluations of prima facie (initial) showing, disability qualification, other questions of jurisdiction

Questions of Fact
- The Charge presents a question that requires additional investigation
- Case transferred to *Civil Rights Investigator*
- Administrative review and determination
- Cases most commonly include multiple position statements by one or both parties, additional investigation of fact, and the submission of supporting documentation

COMMISSION DETERMINATION

ADMINISTRATIVE DISMISSAL

NO PROBABLE CAUSE

PROBABLE CAUSE

CONCILIATION

SUCCESSFUL CONCILIATION:
CASE CLOSED

FAILED CONCILIATION:

NOTICE OF RIGHT TO SUE ISSUED