

# IHRC ADMINISTRATIVE COMPLAINT RESOLUTION PROCEDURE

**INTAKE APPOINTMENT**

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



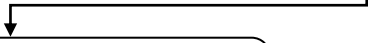
**NO CHARGE FILED**  
(No jurisdiction)

- Referral made to appropriate agency or organization
- No protected basis identified; untimely; other

**FORMAL CHARGE FILED**  
(Jurisdiction)

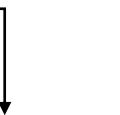
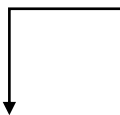
- Complainant files Charge
- Respondent notified; 30 days to answer by statute\*
- Response sent to Complainant

\*Extensions may be granted by request



**INVESTIGATION BEGINS**

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

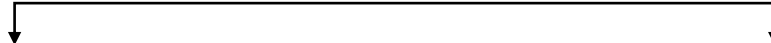


**SUCCESSFUL MEDIATION**  
**CASE CLOSED**

- 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

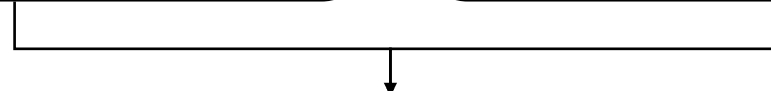


**Questions of Law**

- 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**

**CASE CLOSED**  
**NOTICE OF RIGHT TO SUE ISSUED**

**FAILED CONCILIATION:**

**CONCILIATION**

**SUCCESSFUL CONCILIATION:**  
**CASE CLOSED**

