

Complaint Resolution Process

When the Office for the Prevention of Harassment and Discrimination (OPHD) receives a report about the UC Sexual Violence/Sexual Harassment (SVSH) Policy or UC Anti-Discrimination Policy, the following will occur:

Step 1: The Complaint Resolution Officer (CRO) sends outreach within 2 business days.

Step 2: Does the Complainant respond to outreach?

- If **yes**, proceed to the process in step 3.
- If **no**, the CRO sends a second outreach message.
 - If the Complainant does not respond to a second outreach message, the CRO sends a Notice of Case Closure, and the Complainant can reopen the report at any time.
 - If the Complainant responds to the second outreach message, the CRO proceeds to the process in step 3.

Step 3: The CRO and Complainant schedule an intake interview. During the meeting, the CRO and Complainant discuss the report in more detail. The CRO completes an initial assessment to determine next steps.

Step 4: Can the matter be resolved through SVSH or Anti-Discrimination resolution processes?

- If **yes**, OPHD may conduct a complaint resolution process as provided for by both policies.
- If **no**, the CRO sends a Notice of Case Closure, and, if appropriate, OPHD will refer the matter to another campus office for review.