```
┌──────────────────┐      ┌──────────────────┐      ┌──────────────────┐                              ┌──────┐
│ Complaint        │─────▶│ Administrator    │─────▶│ Valid Sworn      │─────────────────────────────▶│ Yes  │
│ Received         │      │ and/or Staff     │      │ Complaint?       │                              └──────┘
└──────────────────┘      │ Counsel Review   │      └──────────────────┘                                  │
        ▲                 └──────────────────┘              │                                             ▼
        ┊                                                   │                              ┌──────────────────────┐
        ┊                                             ┌──────┐                             │ Commission           │
┌──────────────────┐      ┌──────────────────┐        │ No   │                       ┌────▶│ Jurisdiction?        │
│ If amendment     │◀─────│ Allow amended    │◀───────└──────┘                       │     └──────────────────────┘
│ received. start  │      │ complaint        │                              ┌──────┐  │         │
│ at beginning of  │      └──────────────────┘                              │ No   │◀─┘         ▼  ┌──────┐
│ process          │                                                        └──────┘            │  │ Yes  │
└──────────────────┘                                                            │               │  └──────┘
```

Inform complainant (5 Days)	**Inform Complainant of lack of jurisdiction and proper office, if possible**	**Assign to Staff**

```
                                    │                                                          │
                                    ▼                                                          ▼
                          ┌──────────────────┐                                    ┌──────────────────────┐
                          │ Add to SharePoint│                                    │ Inform parties of    │
                          │ Database         │                                    │ receipt of complaint │
                          └──────────────────┘                                    │ (5 Days)             │
                                    │                                             └──────────────────────┘
                                    ▼                                                          │
                          ┌──────────────────┐                                                 ▼
                          │ Non-Juris        │                        ┌──────────────────┐  ┌──────────────────┐
                          │ Complaint to     │                        │ Staff analysis   │  │ Respondent has   │
                          │ Commission       │                        │ of facts and law │  │ 15 days to       │
                          └──────────────────┘                        └──────────────────┘  │ respond after    │
                                                                                             │ notice           │
                                                                                             └──────────────────┘
```

```
┌──────────────────┐    ┌──────────────────┐              ┌──────────────────┐            ┌──────────────────────┐
│                  │    │                  │              │ Commission       │◀───────────│ Memo to Commission   │
│                  │    │                  │              │ Reasonable       │            │ to determine         │
│                  │    │                  │              │ Suspicion Inquiry│            │ Reasonable Suspicion │
└──────────────────┘    └──────────────────┘              └──────────────────┘            └──────────────────────┘
        │                       │                                  │
        ▼                       ▼                                  ▼
┌──────────────────┐    ┌──────────────────┐              ┌──────────────────┐
│ No Reasonable    │    │ Terminate for    │              │ Reasonable       │
│ Suspicion        │    │ other Cause      │              │ Suspicion        │
└──────────────────┘    └──────────────────┘              └──────────────────┘
        │                       │                                  │
        ▼                       ▼                                  ▼
      ┌──────────────────────┐                        ┌──────────────────┐  ┌──────────────────┐
      │ Inform Parties of    │                        │ Inform Parties of│  │ Authorize        │
      │ Commission           │                        │ Commission       │  │ Investigation or │
      │ Determination        │                        │ Determination    │  │ enter into       │
      └──────────────────────┘                        └──────────────────┘  │ Settlement       │
                                                                             │ Negotiations     │
                                                                             └──────────────────┘
```

```
Reasonable Suspicion Finding
Commission will set parameters of investigation and authorize
settlement negotiations or investigation
```

Authorize Settlement Negotiations

Assign Administrator & Staff

Inform Parties of Settlement

Refusal to follow Settlement could lead to subsequent investigation

Begin Investigation

Special Investigator

Administrator & Staff

30 day reports to Commission

Terminate for other cause

Probable Cause NO

Probable Cause YES

Dismiss & Inform Parties

File Civil Complaint

Refer to appropriate DA

40 day initial and 30 day subsequent reports to Commission