



Complaint Resolution Process

1. Receive complaint
 - a. We notify Complainant that it was received.
 - b. Meet with Complainant and discuss requested outcomes.
2. Request Outcome
 - a. Disciplinary**
 - i. Investigation – meet with witnesses and Respondent
 - ii. Provide summary, recommendations, and potential references to Code of Conduct
 - iii. Provide report to separate committee member for resolution of outcomes
 - iv. “Resolution” member informs the Board of summary report and recommendations
 1. Board votes on outcomes and execution plan
 2. Board determines that committee will carry out resolution plan
 - b. FYI**
 - i. Committee interviews potential Complainant and keeps record of information with Secretary.
 - ii. Committee provides summary alert to Executive Board for notification.
 1. Not include Chapter presidents to keep information as confidential or private as possible.
 - a. If Chapter President should be alerted, the Executive Board will make that decision.
 - iii. If Executive Board finds a pattern of behavior, they may choose to initiate the Disciplinary Resolution Process.
 - c. Criminal allegations**
 - i. Receive complaint
 1. We notify Complainant that it was received.
 2. Meet with Complainant and discuss requested outcomes.
 3. Ask Complainant if they would like to involve Law Enforcement.
 - a. Yes – provide contact information.
 - b. No – we still proceed with internal investigation
3. Investigation – reference sample template
4. Outcomes
 - a. Respondent found responsible for allegations

- i. Inform all parties of determination in writing
 - ii. Offense history
 - 1. First offense
 - 2. Second offense
 - iii. Severity of offense
 - 1. Mild
 - 2. Moderate
 - 3. Elevated
 - 4. Critical
 - iv. Type (based on Member Code of Conduct)
 - 1. Verbal abuse
 - 2. Physical abuse
 - 3. Harassing/Threatening behavior
 - 4. Sexual harassment
 - 5. Disruption of organization activities
 - v. Potential outcomes based on summary of information
 - 1. Written Warning
 - 2. Mutual No Contact Order
 - 3. Verbal Warning
 - 4. Suspension from in-person WESTOP activities
 - 5. Suspension from WESTOP leadership roles
 - 6. Expulsion from WESTOP membership
 - 7. Notification of behavior to employer
 - vi. Provide resources or recommendations for future interactions
 - b. Respondent found Not-responsible
 - i. Inform all parties of determination in writing
 - ii. Provide resources or recommendations for future interactions
5. All information in relation to incidents will be kept on record with the WESTOP Secretary.
6. Determination Officer Pool:
 - a. Draw from Past WESTOP Presidents
 - b. Demonstrated professionalism, confidentiality, and respect for the Association's mission and values.
7. Appeal Process
 - a. Exceptions for an approved appeal
 - i. Conflict of Interest
 - ii. New information that was not available during the initial investigation

- b. Either party can appeal decision to Committee based on exceptions.
- c. Executive Board will then review full notes and determination and will determine if appeal is approved.
 - i. If appeal approved, E-Board will appoint a new Resolution Officer to review past interviews and summary, and explore additional information as needed.
 - 1. Once additional appeal investigation is complete, final resolution is determined by the BOD based on all information collected.
 - 2. BOD determines if outcomes are the same or updated.
 - ii. If appeal is not approved, original outcomes are executed.