CRD Board Code of Conduct - Complaint Process Flowchart Preliminary Steps Witness Potential *Complaint must be Code Breach received within 60 days of the breach* 6 0 Attempt to Resolve d Complaint Resolved Issue Directly Submit Written Complaint to CAO & Board Chair out of time frivolous, vexatious, not in good faith previously submitted/duplicate Initial Assessment by Reject or Close no merit or not a breach of code CAO & Board Chair Complaint no attempt at informal resolution insufficient information/supporting details outside jurisdiction **Informal Resolution** Solicitor Prospect for engagement with Board Chair, Vicenformal Resolution? (determination by Solicitor attempts Chair, Mediator, or Staff to Assist Solicitor) resolution Complainant or Respondent declines to No Yes Matter resolved Close Complaint participate in 9 Informal Resolution 0 **Formal Resolution** Formal Resolution by Third-Party ** Investigation must be Investigator completed within 90 days of the start of the **Informal Resolution** process** Investigator Conducts ***48 hours after the Investigation Respondent has recevied the findings report, it is sent to the Investigator Board*** provides written report on findings and recommends remedy, if applicable Copy of findings report sent to Respondent 0 Copy of findings report sent to **Board Members** 3 0 **Final Determination** d Board meeting to a consider report and Respondent has ****Within 30 days of receiving recommends opportunity to remedy, if applicable address Board the findings report, the Board must consider the report and recommend remedies, if applicable**** Board renders Board releases *****Within 30 days of the decision and summary of report Close Complaint Board rendering a decision and imposes remedy, and Board decision if applicable to the public imposing the remedy, the summary of report and decision **** 30 days **** is to be made public****