Board Appointed Officer Complaint Process

Pre-Investigation Process (A)

Submit Complaint to HR Deputy or Sr District Counsel

Complainant

Notify Chair of Complaint and Immediate Steps

- Nature of Complaint
- Select 3rd Party Consultant
- Form Internal Affairs Group (IAG)

HR Deputy and Sr District Counsel

Consultant Onboard IAG Formed

- HR Deputy
- Senior District Counsel
- Subject Matter Experts

HR Deputy and Sr District Counsel

Perform Initial Assessment

Review Information
Recommend Next Step

- Formal Investigation
- Other Options

Consultant with Support of IAG

Communicate to Chair About Initial Assessment and Recommendation

Consultant and IAG

Board Direction and Next Steps

Full Board

Formal Investigation Warranted

YES

Proceed to Section B

NO

Proceed to Other Options (Close out, Mediation, etc)

Chair with Support of IAG

Communicate Board Decision to Complainant

Chair with Support of IAG

*Throughout the process the IAG reports directly to the Chair

Q: Does the Chair or Board approve next steps?

Investigation Process (B)

Q: Is BAO placed on administrative leave?

Appoints Project Manager and Ad Hoc Committee

Chair

Select Investigator and Negotiate Contract (Scope, Schedule, Costs, Deliverables, Executive Summary, Investigative Report)

Project Manager with Support of IAG

Approve Investigator Contract

Chair

Project Manager could be BAO, Staff, 3rd Party Independent Consultant who leads initial assessment (Best Management Practice), Other Independent Outside Person

Ad Hoc could consist of Chair plus 2 board members

Kick Off Investigation

Project Manager

Ongoing Management

- **Progress/Issues**
- **Foreseeable changes per the approved scope, schedule and costs**
- **Regular Reporting to Ad Hoc**

Project Manager with support of IAG

Communicating

Ad Hoc Communicates to Board as Issues Arise

Ad Hoc

Monitoring

Reporting

Conduct Investigation

Investigator

Board Provides Direction on

- **Progress**
- **Changes (Contract Amendments)**
- **Issues**

Board

Q: Are there drafts and final reports?

Investigation Complete
Draft Investigative Report and Draft Executive Summary Submitted for Technical Review

Project Manager and IAG

Final Reports Complete
Board Receives Final Reports

Q: Is Investigator's contract complete upon delivery of final report?

**Throughout the process the IAG reports directly to the Chair*

Go to Section C
Post Investigation