

**COMPLAINT PROCESS CHART**

<b><u>STEP</u></b>	<b><u>AUTHORITY AND DESCRIPTION</u></b>
INTAKE	Iowa Code § §216A.5(2), .15(1); 161 Iowa Admin. Code §3.4 The intake staff explores the caller's situation and determines whether the caller has grounds to file a complaint.
JURISDICTIONAL REVIEW	Iowa Code §216A.15(12); 161 Iowa Admin. Code §3.9. The complaint is reviewed in order to determine whether it is verified, timely filed, and alleges an appropriate area of jurisdiction (e.g. employment), basis (e.g. race), and incident (e.g. discharge).
SCREENING PROCESS	Iowa Code §216.16(6) Iowa Admin. Code §3.12. Compliance staff reviews returned questionnaires and other data to determine whether further investigation is warranted.
MEDIATION	Iowa Code §17A.10(1); 161 Iowa Admin. Code §3.11; Iowa Code §216.15B. An impartial mediator tries to facilitate a mutually acceptable settlement. The mediator also drafts the agreement.
INVESTIGATION PROCESS	Iowa code §§216.5(2), .15(3)(a); 161 Iowa Admin. Code §3.13. An investigator collects all the information necessary to resolve all relevant issues. He or she then analyzes the information and makes a recommendation of probable cause or no probable cause.
CAUSE DECISION	Iowa Code §601A.15(3); 161 Iowa Admin. Code §3.13. The (internal) Administrative Law Judge reanalyzes the information and decides whether there is probable cause to believe that the basis alleged was an unlawful factor in the incident.
CONCILIATION	Iowa Code §216.15(3) (d); 161 Iowa Admin. Code §3.13. A conciliator tries to negotiate the best possible settlement on behalf of the Commission and the Complainant.
DECISION TO PROCEED	Iowa Code §216.15(5); 161 Iowa Admin. Code §§3.12(2) (d); 3.16(7); 4.1. The Executive Director will review the case and make the determination whether to proceed to a public hearing.