



**SACRAMENTO STATE**  
Office for Equal Opportunity

## Seven-Step Process for Handling Reports in OEO:

### Step 1: Initial Outreach

Upon receipt of the report, OEO staff initiates contact with the complainant offering to meet and discuss the situation.

### Step 2: In-Take Interview and Decision

OEO staff conducts an in-take interview with the complainant to gather additional details and clarify any ambiguities. During this meeting, OEO staff determines the jurisdiction and scope of the report. OEO staff reviews any supporting documentation provided by the complainant. OEO staff informs the complainant of their options for filing a formal complaint and provides a written notification of their rights. Based on the information gathered, OEO staff determines whether the complainant wishes to proceed with filing a formal complaint.

### Step 3: Formal Complaint Process Initiated

If the complainant decides to proceed, OEO staff assists them in completing the necessary process to file a formal complaint. Filing a formal complaint marks the beginning of the investigative timeline and process.

### Step 4: Investigation and Final Report

The OEO has approximately 100 working days to complete the investigation for cases that result in a formal investigation. OEO staff conducts a thorough investigation, which includes gathering evidence, interviewing relevant parties, and examining any pertinent documentation. At the conclusion of the investigation, OEO staff prepares a final investigation report that summarizes the findings.

### Step 5: Informal Resolution and Case Closure (if applicable)

Cases that are informally resolved following a preliminary inquiry, without the need for a formal investigation, are closed upon completion of the informal resolution process. OEO staff communicates

the outcome of the informal resolution to the relevant parties and other campus employees with legitimate business need to know the outcome.

### Step 6: Hearing (if applicable)

Some cases may require a hearing to determine the substantiation or unsubstantiated evidence of the formal complaint. The hearing is facilitated by OEO staff, allowing all involved parties to present their arguments and evidence.

### Step 7: Appeal Process

Any party involved in the complaint has the right to appeal the determination made by OEO. OEO staff provides information and guidance on the appeal process, including the necessary steps and deadlines. The appeal process follows established procedures to ensure a fair and impartial review of the case.

*Please see the [CSU Nondiscrimination Policy](#) for more information about these processes.*