

# **INFORMAL RESOLUTION FLOW CHART**

STEP 3 DESCRIPTION If complainant agrees, Complaint / EO Officer attempts informal resolution within 5 calendar days. Add to Complaint Log

### **STEP 4 DESCRIPTION**

If informally Resolved, document resolution If not resolved, initiate formal resolution process Document all actions taken

Forms:

Program: ETA 8429

Discrimination DL 1–214a (Eng./Spa.)

## **GENERAL PROCESS DESCRIPTION**

Complainants are encouraged to seek informal resolution of their complaints / grievances or concerns. This informal procedure is intended to promote communication between the parties involved, either directly or through an intermediary, to facilitate a mutual understanding of what may be different points of view.

**IMPORTANT:** If the informal resolution process does not result in the resolution of the complaint to the satisfaction of the complainant, the complainant may utilize the formal complaint resolution process.

## **STEP 2 DESCRIPTION**

Complaint / EO Officer assists complainant with clearly identifying the nature of complaint Explains complaint system process A STEP Custo infor to file Custo

### **STEP 1 DESCRIPTION** Customer walks in and informs MCC staff of intent to file complaint,.

Customer is directed at once to the Complaint / EO Officer, backup or Manager