

# Phases of Student Complaint Resolution Process

Applies to Community Standards, Sexual Harassment, Unlawful Discrimination, Unlawful Harassment, Sexual Misconduct, Retaliation  
Fuller Theological Seminary (revision date 6-28-2018)

<p><b>Phase 1</b> <b>Initial Inquiry</b></p> <p>Typically 7-10 days</p>	<p><b>Steps in Phase 1:</b></p> <ol style="list-style-type: none"><li>1) Student shares a concern about the conduct of a student, student group, employee, or trustee</li><li>2) Initial inquiry involves acquiring input from involved parties and determining next steps</li><li>3) Initial Inquiry Outcomes:<ol style="list-style-type: none"><li>a) Decision made to resolve on informal basis (with option to move to Phase 2 if later desired), or reporting party decides not to continue with complaint (and Fuller determines it does not need to investigate), or falls outside the scope of Fuller's community standards and/or policies. No further action taken.</li><li>or</li><li>b) Concern unresolved and falls within scope of Fuller's community standards and/or policies. Moves onto phase 2 of the student complaint resolution process.</li></ol></li></ol>
<p><b>Phase 2</b> <b>Investigation &amp; Recommendations</b></p> <p>Typically 3-5 Weeks</p>	<p><b>Steps in Phase 2:</b></p> <ol style="list-style-type: none"><li>1) Investigative team/committee formed or external investigator hired</li><li>2) Interviews are conducted with the parties involved and witnesses</li><li>3) A recommendation is made about whether the conduct is a violation of Fuller's community standards and/or policies</li><li>4) A recommendation is made on actions that should be taken in response to the conduct</li><li>5) Report written that includes the details of the investigation and the recommendations</li></ol>
<p><b>Phase 3</b> <b>Parties Review Report With Option to Respond</b></p> <p>Defined in Letter; Typically 7 Days</p>	<p><b>Steps in Phase 3:</b></p> <ol style="list-style-type: none"><li>1) Parties review the report with the investigative details and the recommendations</li><li>2) If desired, parties can provide a written response to be included with the report before it is sent to the decision maker</li></ol>

<p style="text-align: center;"><b>Phase 4</b> <b>Decision</b> Typically 2 weeks</p>	<p><b>Steps in Phase 4:</b></p> <ol style="list-style-type: none"> <li>1) Decision maker reviews the report with the investigation details and recommendations as well as any written responses provided by the parties</li> <li>2) A determination is made as to whether the conduct is a violation of Fuller's community standards and/or policies</li> <li>3) A determination is made on any required action in response to the conduct</li> </ol> <p>*If a decision will impact faculty tenure, additional investigation and review will be initiated per the faculty handbook</p>
<p style="text-align: center;"><b>Phase 5</b> <b>Decision Communication</b> Immediate After Decision Letter Completed</p>	<p><b>Steps in Phase 5:</b></p> <ol style="list-style-type: none"> <li>1) Decision maker writes a decision letter to the parties involved, which is delivered in person or through the mail</li> </ol>
<p style="text-align: center;"><b>Phase 6</b> <b>Option to Appeal</b> Defined in Letter; Typically 2 Weeks</p>	<p><b>Steps in Phase 6:</b></p> <ol style="list-style-type: none"> <li>1) Parties, after reviewing the decision, can appeal with a written response</li> </ol>
<p style="text-align: center;"><b>Phase 7</b> <b>Appeal Decision</b> Typically 2 Weeks</p>	<p><b>Steps in Phase 7:</b></p> <p>Depending on the request(s) of the appeal, the decision maker will evaluate the following:</p> <ol style="list-style-type: none"> <li>1) Whether the original investigation was conducted fairly, in conformity with prescribed procedures, and with the parties involved having a reasonable opportunity to present their position</li> <li>2) Whether a decision reached that a Fuller community standard or policy was violated has been supported by a preponderance of the evidence/facts</li> <li>3) Whether or not any disciplinary action imposed was appropriate for the found violation(s)</li> <li>4) To consider new evidence sufficient to alter the decision or other relevant facts not brought out in the investigation because such evidence and/or facts were not known to the person appealing at the time the original investigation was completed nor by the time designated for the individual to respond to the findings and recommendation(s) of the investigator(s)</li> </ol>
<p style="text-align: center;"><b>Phase 8</b> <b>Communication of Appeal Decision</b> Immediate After Decision Letter Completed</p>	<p><b>Steps in Phase 8:</b></p> <ol style="list-style-type: none"> <li>1) Decision maker for the appeal writes a decision letter to the parties involved, which is delivered in person or through the mail. The decision is final.</li> </ol>