## Complaint Received

# Complaint Resolution Process

### **Staff Review**

(Executive Director Determines Jurisdiction)

Case Accepted and Investigator Assigned

Investigator Initiates
Investigation

Case Rejected Case Dismissed

Board Reviews
Investigative Report

# **Proposed Decision**

Issued by ALJ

Administrative Law Judge (ALJ)

Conducts Hearing

Board finds probable cause and issues a **Hearing Notice** 

#### **Board Consideration**

of Proposed Decision

Settlement

## **Respondent Appeals**

Decision to Roard

Board Initiates

Case Review

Briefs Received Board Issues
Final Decision

Board Consideration Respondent or Complainant may file for **Judicial Review** in District Court



lowa Code 272 requires complaints to be resolved within 180 days "...unless good cause can be shown for an extension of this limitation."