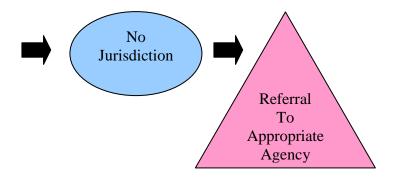
COMPLAINT PROCEDURE FLOW CHART

Contact by Complainant Geographic Jurisdiction and SOL* screen



Complaint Form, Mediation Request, & Questionnaire sent to Complainant; Housing complaint immediate interview



V

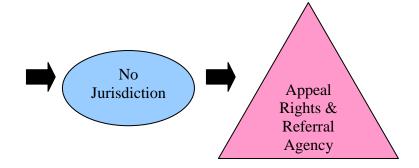
Complaint is filed when completed & signed complaint form is received in DCRC office from Complainant



Interview with Complainant if necessary



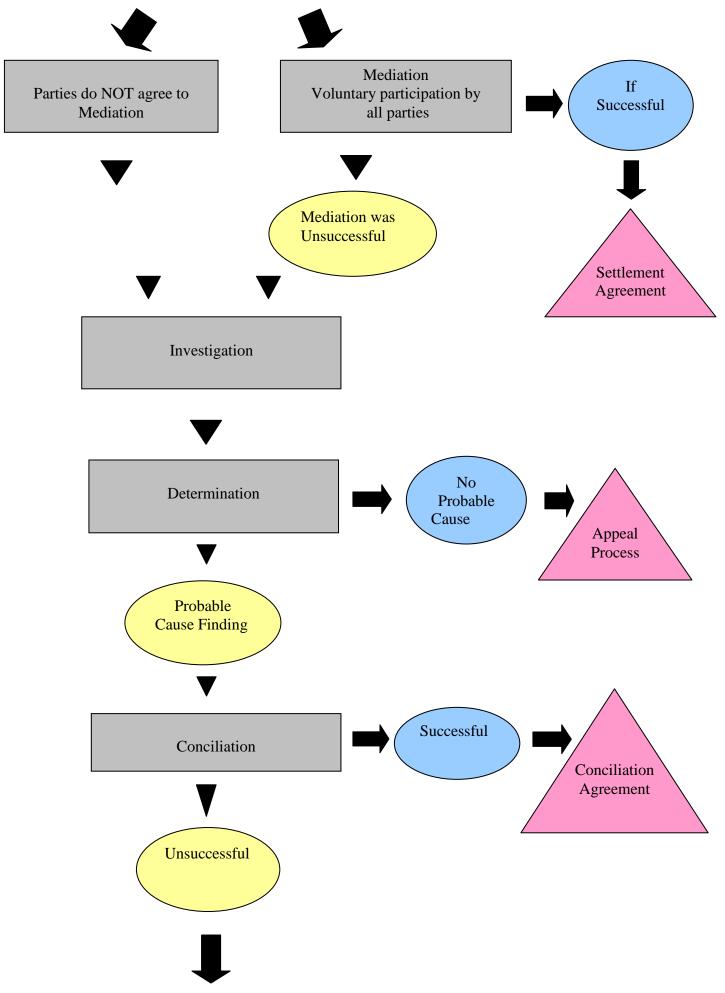
Jurisdictional review of complaint to determine whether the alleged discriminatory act is one that is prohibited by the DCRC ordinance or whether complaint conforms to requirements of the Ordinance





If DCRC has jurisdiction, notice of complaint, complaint, and interrogatories are sent to all parties and complaint is cross-filed with appropriate state and federal agencies.



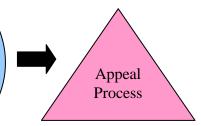




Review with Commissioners to determine whether complaint should proceed to public hearing



Commission determines not to take complaint to public hearing. Complaint





Commissioners order Director to set matter for public hearing with a hearing officer



Hearing Officer's Recommended Order



Commissioners' Review & Order



Appeal Process



