Complaint Process

1. **Complaint Filed**
2. **Respondent Served**
3. **Investigation**
   - **Mediation Conference (optional)**: Parties come to an agreement. Mediation may result in return to Investigation.
4. **Evidence Determination**
   - **Lack of Substantial Evidence**: Case Dismissed. Request for Reconsideration:
     - Denied: Case Dismissed
     - Granted (returns to Investigation): Case Dismissed
   - **Substantial Evidence**: Administrative Hearing
     - Proposed Decision and Order to Commission
     - Commission Issues Final Decision*
       - Finding in Favor of Complainant: Awards and/or fines assessed
       - Case Dismissed

*Parties can request reconsideration of a decision.