Flowchart of Chapter 68 Complaint Process

COMPLAINT
(Implicates Chapter 68)

- *press*
- *City employees*
- *private citizens*

If further information needed, sent to DOI for investigation.

If the complaint is received after a full investigation or there is a pending agency discipline

Unsubstantiated

Substantiated → **BOARD**

CLOSE

Private Warning Letter

Probable Cause

Referral Back to Agency
(Agency discipline pending)

Notice

Response

SETTLE

DISMISS

OATH
(If employee is unionized, refer back to agency before proceeding to OATH.)