CAL STATE LA

OFFICE OF CIVIL RIGHTS AND TITLE IX

HOW **CAL STATE LA** HANDLES REPORTS & COMPLAINTS UNDER **THE CSU NONDISCRIMINATION POLICY**

The California State University, Los Angeles and the **Office of Civil Rights and Title IX** are committed to protecting the safety of our community and ensuring a transparent, thorough, fair, and impartial complaint-resolution process. The **Office of Civil Rights and Title IX** offers resources, support, and information to anyone affected by discrimination, harassment, or retaliation, including sex-based misconduct. It also provides education and training to promote awareness and help prevent these behaviors in our community.

Report Received by **the Office of Civil Rights and Title IX**

Whether directly from the Complainant or from another individual

THE OFFICE WILL REACH OUT TO THE COMPLAINANT TO...

Explain the Complainant's rights and resolution options

Offer supportive measures (e.g., medical treatment, counseling, academic support, housing accommodations, No Contact Directive)

Explain the difference between various support options and help the Complainant create a personal support system.

Inform the Complainant of their right to report or choose not to report the matter to law enforcement.

The **Office of Civil Rights and Title IX** learns the Complainant's preferences for next steps. The office will take all reasonable measures to honor those preferences while also considering safety concerns and other essential factors.

What do you want to happen next?

I am interested in working with **the Office of Civil Rights and Title IX** to resolve my concern, but I don't think I want an investigation or hearing.

I want to proceed with an **investigation**

I don't want **the Office of Civil Rights and Title IX** to take action. I am simply looking for support and/or to register a concern.

INFORMAL RESOLUTION

Informal Resolution is a remedies-based process without an investigation, hearing, or appeal.

The outcome focuses on the harm caused to the Complainant and may include agreement by the Respondent to participate in appropriate and reasonable discipline or other remedies.

For more information, refer to the Informal Resolution flowchart.

INVESTIGATION PROCESS

The **Office of Civil Rights and Title IX** will first determine whether the complaint falls under the Nondiscrimination Policy.

If an investigation is opened, an Investigator will interview both Parties and any relevant witnesses, gather evidence, and prepare an investigation report.

Some complaints may also be resolved through a hearing, and the **Office of Civil Rights and Title IX** will explain if that applies to your case.

NO INVESTIGATION OR RESOLUTION

If the Complainant does not wish to pursue further action, supportive resources and measures remain available.*

In rare situations that indicate an immediate threat to community safety, the Office of Civil Rights and Title IX *may need to take additional steps. These situations may include severe violence; use or threatened use of a weapon; repeated allegations involving the same individual; incidents involving multiple individuals; or cases in which the victim is a minor.*

HEARING

In these cases, the Investigator does not decide the outcome. After the investigation, the university will hold a hearing before a separate decision maker (the "Hearing Officer").

During the hearing, the Parties will be asked relevant questions by the Hearing Officer, and each Party may submit questions for the other Party and for witnesses. After the hearing, the Hearing Officer will issue a decision.

APPEAL

The Parties will receive information about appeal options at the time the Investigator or Hearing Officer's decision is shared with them.

Office of Civil Rights and Title IX
Student Services building, Room 6381

OCR.TitleIX@calstatela.edu

(323) 343-3040

https://www.calstatela.edu/hrm/oedi

For a confidential discussion on resolution options, you may contact the

Project Safe, Alma Cardenas, Survivor Assistance, at 323-343-3362 or acarde140@calstate.edu

In the event of an emergency, call 911 or for a non-emergency, call Public Safety at 323-221-6350.