CPOE Complaint Process

- Central repository
- Track complaints
- Determine if complaint is equity related

Any Dept. Supervisor or Manager

County Intake Specialist Unit (CEOP)

Determine whether A, B, C, or N Case

“B”, “C”, “N” Cases to Department

“A” Cases to County Equity Investigations Unit (DHR)

Mediation Process Completed:
- Resolved= Settlement with complaining party
- Unresolved= Impasse

County Equity Oversight Panel (CEOP)

CEOP Briefing

CEOP Recommend Disposition

Department issues letter of intent

A Cases
- Jurisdictional
- Full investigation
- CEOP investigative briefing

B Cases
- Jurisdictional
- Initial investigation sufficient
- CEOP concurs in B assessment
- Referral back to Dept. with recommendations re 30 day follow up

C Cases
- Non-Jurisdictional
- Consult with DHR if performance issues
- Referral back to Dept. re non-equity matters
- CEOP concurs in C assessment

E Cases
- External complaints
- Full jurisdictional assessment required

N Cases
- Non-County entity/employee
- EDCEOP makes contact to involved entity for appropriate handoff

Color Key
- CEOP/CISU
- DHR
- DEPARTMENT

Subject’s Appeal and Grievance Rights

Substantiated
Unsubstantiated
Inconclusive

Letter from EDCEOP to Dept. stating such

Department informs individual parties

Letter from EDCEOP to Dept. stating such

Department issues letter of intent

A Cases

B Cases

C Cases

E Cases

N Cases