Case Accepted
Required Field Checklist

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1. Open Case (Cases Tab, Click **New** Button)   User Guide Pages 8-10

- ☐ Case Type: Internal, Anonymous, DFEH, EEOC, Management Inquiry, Other
- ☐ Date Complaint Received
- ☐ Department Name
- ☐ Case Accepted is Yes
- ☐ For Anonymous and Management Inquiry, enter How Complaint Originated
- ☐ For Other enter Other Case Type

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2. Add Incident (Details Subtab, Click **Edit** Button or Edit Icon ✏) User Guide Page 11

- ☐ Incident Occurred on or About or Date unknown checked
- ☐ Complaint Summary

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3. Assign Investigator (Details Subtab, Click **Edit** Button or Edit Icon ✏) User Guide Page 12

- ☐ Assign Investigator or External Investigator
- ☐ Date Investigator Assigned

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4. Enter Complaints (Complaints Subtab, Click **New**)   User Guide Pages 14-15

- ☐ Complaint Type: Discrimination, Harassment, Retaliation, Denial of RA
- ☐ Protected Category for each selected complaint type (Exception: retaliation)

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5. Enter Parties (Parties Subtab, Click **New**)   User Guide Pages 17-20

- ☐ Respondent-required for all case types (First and Last Name)
- ☐ Complainant-name required except for Anonymous or Management Inquiry case types
- ☐ Party Type: State Employee, Volunteer, Vendor, Contractor, Public, Other
- ☐ If state employee, lookup required

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8. File Upload (Click in Share an Update Box - Click **Attach Icon** 🔗) User Guide Pages 21-23

- ☐ Upload Complaint Document – *Must Click Share to complete upload*
- ☐ Upload Investigative Report – *Must Click Share to complete upload*
- ☐ Check Complaint Document Uploaded box (Details Subtab)
- ☐ Check the Final Report Uploaded box (Details Subtab)

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7. Outcomes (Complaints Subtab, Click **Edit** from Drop-Down) User Guide Pages 25-26

- ☐ Outcome for each complaint: Substantiated, Unsubstantiated, Withdrawn, Statute of Limitations Run

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8. Approval Process and Case Closure User Guide Pages 28-31

- ☐ Investigation Completion Date (Details Subtab) *Note: All of the required fields above must be entered before the Investigation Completion Date is entered*
- ☐ Officer or Manager- Click Close Case button (All Subtabs) or change Status to Closed (Details Subtab)
- ☐ Investigator- Click the Submit for Approval button and the approval process will begin (All Subtabs)

9. Action Against Respondents   User Guide Pages 33-36

- ☐ Action Type
- ☐ Action Date
- ☐ *If Disciplinary: Dismissal, Suspension, Reduction in Salary, Demotion, Other*
- ☐ *If Corrective: Corrective Action, Training, Other*
- ☐ *Action Details if Corrective Action Type*
- ☐ *If Other or None, Other Action Taken or If None, please explain*

10. Post Investigation Activities   User Guide Pages 36-38

- ☐ Activity Type
- ☐ If Filed with DFEH and EEOC: Date Received, Response Date
- ☐ Date of Resolution
- ☐ Resolution Type: Monetary, Non-Monetary, Both, None
- ☐ If Monetary, Resolution Amount
- ☐ Terms of Resolution
- ☐ If Other, Other Post Investigation Activity

Case Not Accepted
Required Field Checklist

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1. Open Case (Cases Tab, Click **New** Button) User Guide Pages 8-10

☐ Case Type: Internal, Anonymous, DFEH, EEOC, Management Inquiry, Other
☐ Date Complaint Received
☐ Department Name
☐ Case Accepted is No
☐ Case Not Accepted Reason
☐ For Anonymous and Management Inquiry, enter How Complaint Originated
☐ For Other enter Other Case Type

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2. Add Incident (Details Subtab, Click **Edit** Button or Edit Icon ✎) User Guide Page 11

☐ Incident Occurred on or About or Date unknown checked
☐ Complaint Summary

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3. File Upload (Click in Share an Update Box - Click **Attach Icon** 🔗) User Guide Pages 21-23

☐ Upload Complaint Document – *Must Click Share to complete upload*
☐ Check Complaint Document Uploaded box (Details Subtab)

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4. Approval Process and Case Closure User Guide Pages 28-31

☐ Officer or Manager- Click Close Case button (All Subtabs) or change Status to Closed (Details Subtab)
☐ Investigator- Click the Submit for Approval button and the approval process will begin (All Subtabs)