



What complaints should be handled by staff?

- If there is concern regarding illegal activity.
- An extension beyond the 30-day timeline is needed.
- The investigation team feels that the investigation may require legal or HR consulting due to a safety, liability or other concern.
- If the incident was highly public, involved more than 10 people, or otherwise, has the potential to damage the reputation of The Mountaineers.
- If the case is believed to involve sexual harassment or sexual assault, discrimination, a serious injury or fatality, general harassment, violence, or theft.
- If the case involves a youth in any capacity.
- If the objectivity or a conflict of interest of or related to the investigation committee is questioned by anyone involved in the investigation.
- If the case may represent a substantive and consistent safety threat to members.
- If the case involves the handling of Mountaineers funds.

What complaints are considered major?

- The behavior is malicious and/or directed at a single person or a specific group of people.
- The behavior has been repeated on 3 or more occasions.
- The infraction includes any of the more serious characteristics listed in the Prohibited Behavior Policy that would require the investigation be handled by staff or the Board.
- The offended person feels the offense warrants a formal process.
- The offense is addressed as a minor complaint, but the offended person/people is/are not satisfied with the outcome.
- The safety officer and/or branch leadership otherwise feels that the complaint needs to be elevated to the formal process.

What complaints are considered minor?

- Off-color jokes
- An argument between a student and an instructor
- Subject has not yet received feedback about this behavior