

RESOLUTION INITIATION: NOTICE OF COMPLAINT PROCESS IMPROVEMENT

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PURPOSE

- Decrease total time spent from intake to notice being sent to parties
- Increase single-party responsibility steps to move process forward
- Create streamlined approach to assessment and assignment of complaints



PEOPLE INVOLVED

- Associate Vice President
- Interim Director of Investigations and Resolutions
- Interim Assistant Director of Investigations and Resolutions
- Assistant Directors for Civil Rights & Title IX
- Office of Civil Rights & Title IX Investigative Team
- Complainants



PROJECT PATH

Discovery

- Process Mapping
- Finding Process Waste

Possibility

- Nominal Group Technique
- Multi-Voting
- Consensus Building

Action-Planning

- Develop Implementation Plan



KEY IMPROVEMENTS

Process Waste Improvements

- Backlog: “Incoming work stacks up and causes people to fall behind”
- Extra Processing: “Extra work is done that doesn’t add value”
- Underutilization: “Talent, skills, and technology are not fully put to use”



RESULTS

- Days between Complaint and Notice sent to parties: 71% decrease
- Operational Efficiency Improvements: utilization of templates vs. single-use creation
- Time Savings: better use of calendar to meet demands
- Cost Savings: move to single-party decision making to repurpose employee time



NEXT STEPS

- Update Complaint Form
- Continue assessment of current process



REFLECTIONS

Learning

- Small Changes = Big Impact
- Power in a Team
- Continued Assessment



THANK YOU!

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