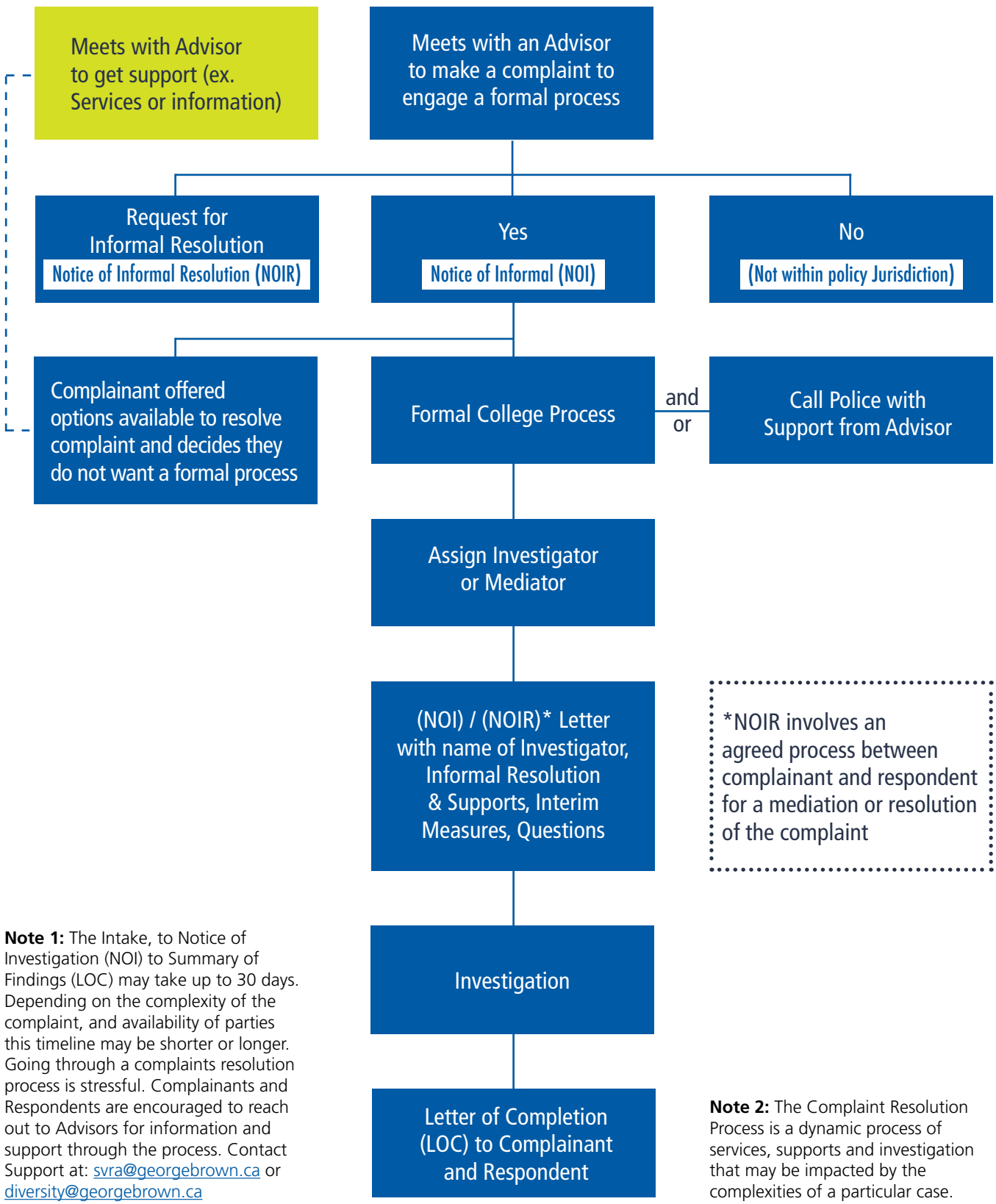


# Complaint Resolution Process



\*NOIR involves an agreed process between complainant and respondent for a mediation or resolution of the complaint

**Note 1:** The Intake, to Notice of Investigation (NOI) to Summary of Findings (LOC) may take up to 30 days. Depending on the complexity of the complaint, and availability of parties this timeline may be shorter or longer. Going through a complaints resolution process is stressful. Complainants and Respondents are encouraged to reach out to Advisors for information and support through the process. Contact Support at: [svra@georgebrown.ca](mailto:svra@georgebrown.ca) or [diversity@georgebrown.ca](mailto:diversity@georgebrown.ca)

**Note 2:** The Complaint Resolution Process is a dynamic process of services, supports and investigation that may be impacted by the complexities of a particular case.