We review your complaint to make sure it is valid. If it is, we collect the documents we need to investigate.

INVESTIGATOR

Investigator analyzes where and how the institution searched for records relevant to your request.

Institution reviews and responds to the investigator’s analysis.

Investigation concluded

You receive a letter from us (report of findings) reviewing the investigation and giving our analysis and conclusions.

How long will it take?

9 months or less (from the date the complaint is assigned to an investigator)

Why it might take longer

• We need more information from you.
• There are delays in hearing back from you or the institution.
• The matter is complex.
• There are many records involved which means the institution needs more time to gather or review them.
• Related legal issues.

At any time the investigation may end:

• You may decide to discontinue it.
• You are satisfied with the resolution achieved through our intervention.

Investigation concluded

You receive a letter from us (report of findings) reviewing the investigation and giving our analysis and conclusions.