**Section 1725.50 Initial Level Review**

When a fully completed formal grievance intake form is received in a timely fashion, the ADA/Civil Rights Program Coordinator will proceed to investigate the allegations. All concerned parties, including the complainant's immediate manager or supervisor, when applicable, will be contacted for relevant information and may be requested to avail themselves to a fact-finding conference. After investigation and analysis of the merits, regardless or whether there is reasonable cause to believe that a reasonable accommodation request may have been erroneously denied or that discrimination may have occurred, the Coordinator will document that finding and notify the complainant and other concerned parties, by certified mail, of dismissal or possible recommendations to resolve the pending dispute. Service of a notice shall be deemed complete five business days after mailing. If the grievance cannot be satisfactorily resolved at this initial level review within the next five business days, then the Coordinator will document the efforts made to resolve the dispute and close the record unless the complainant appeals a notice of dismissal or the Coordinator's recommendations to the next level of review in a timely manner.