MNU Investigation Process

A formal written complaint submitted to the University's Investigating Officer, who then initiates an investigation.

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The University encourages persons to make complaints as soon as possible because late reporting may limit the University's ability to investigate and respond.

So the University has sufficient information to investigate a complaint, the complaint should include: (1) the date(s) and time(s) of the situation; (2) the names of all person(s) involved in the situation, including possible witnesses; (3) all details outlining what happened; (4) any additional information pertinent to the investigation; and (5) contact information for the complainant so that the University may follow up appropriately. To guide the submission of the complaint, a reporting form is provided. Please contact the Investigating Officer for a copy.

Important Information for the Complainant:

- The student name may have to be revealed to involved parties for some investigations in order to determine the facts of the case.
- The university offers student counseling services through the MNU Student Counseling & Wellness Center wellness@mnu.edu.
- The University will endeavor to conclude its investigation and resolution of the complaint within sixty (60) business days of receiving it. The complainant will be notified in writing of the Investigating Officer's decision.
- Informal means of resolution, such as mediation, may be used in lieu of the formal investigation and determination procedure.
- During the investigation, a support person/advisor may accompany him or her at all stages of the process. In cases involving multiple complainants, the support person/advisor cannot be another complainant. The support person/advisor does not serve as an advocate on behalf of the complainant or respondent, may not be actively involved in any proceedings, and must agree to maintain the confidentiality of the process. Legal counsel or an MNU employee may not serve as a support person/advisor. A support person/advisor may be removed if he or she becomes disruptive or does not abide by the limitations discussed in the previous sentence. A support person/advisor will be asked to sign an affirmation that he or she understands his or her role in the process.
- Once a complaint is made, the Investigating Officer will commence an investigation of the situation as soon as practicable, but not later than seven (7) business days after the complaint is made.
- In certain narrow circumstances, the University may commence an investigation even if the complainant requests that the matter not be pursued.
- At the conclusion of the investigation, the Investigating Officer will prepare a written report. The written report will explain the scope of the investigation and evidence considered and give a recommendation for remediation if applicable. The report is submitted to the Chief Academic Officer and a letter of determination provided to involved parties. The letter of determination provides a summary of the complaint, key findings in the case, scope of the investigation and evidence considered.
- If the complainant is unhappy with the decision, he/she may appeal. Appeals must be filed within seven (7) business days of receipt of the decision. The appeal goes to the Chief Academic Officer.