

The Intake Process

Correspondence Received
Assign Correspondence Number Within 3 Business Days

Review each Correspondence for Whistle-blower Protection

Determine Disposition Within 10 Business Days
(Exceptions Documented in IGIMS)

Total of 15 Business Days to Disposition

- OIG Matter**
- Handled by Intake
 - Management Referral
 - Management Inquiry
 - Forwarded to Another OIG Unit for Handling
 - Refer to OIG Audit
 - Refer to OIG Contract Oversight & Evaluations
 - Refer to OIG Investigations

Upon Disposition Complainant Will Receive A Written Notification

- Non-OIG Matter**
- Closed No Further Action
 - Refer to Appropriate Agency

Public Records Request
Assign PRR Number Within 5 Business Days

Pull Files and Gather All Related Documents that are Requested

Conduct Analysis to Determine Cost (ie., count number of documents, cds, audio files, video files)

Forward Cost Analysis to Requestor

Upon Receipt of Payment, Prepare Records for Redaction and Final Review.
Provide Documents to Requestor