## What happens after the Office of Accountability receives a problem-solving request?

There are several stages in the problem-solving process:

If the problem-solving consultation request is complete, the Office of Accountability registers and acknowledges the request.



The Director, Office of Accountability, assesses the eligibility of the request for further action, guided by the criteria stated under the Who, When and How to Request a Problem-solving Consultation headings above, and notifies the requester of acceptance or rejection of the request.



If the request is accepted, the Office of Accountability conducts a preliminary investigation, including requesting relevant OPIC management to provide pertinent information.



The Office of Accountability conducts a problem-solving consultation, which can include dialogue, mediation or further investigation.



The Director, Office of Accountability, may terminate the problem-solving process at any time, if, after consultation, it is clear that problem-solving is unlikely to produce positive results.



The Director, Office of Accountability, reports results to the President & CEO.



The Director, Office of Accountability, notifies parties of the results and conclusions are made public.



The Office of Accountability monitors any changes made in response to the problem-solving initiative.