The FAIR Center
Your Wraparound Solution for Complaint Resolution
Wraparound Resolution Services

• Comprehensive solution for addressing challenging, sensitive, and complex complaint investigations and resolutions
• FAIR is a flat-fee resource providing cost-effective and reliable support
• Independent and objective expertise in Title IX, Title VI, Title VII, EEO, and civil rights
• Access to a deep bench of 30 full-time consultants known for fairness and impartiality
• Four levels of service for flexibility and tailored support
• All our subscribers gain access to FAIR’s team of expert consultants who have resolved more than 600 complaints for 150 clients in the last 18 months

Why Join The FAIR Center?

Predictable flat-fee costs
Ease of access to staffing, experts, and resources
Field-leading professionalism and precision
Independence, objectivity, and impartiality
Risk management
Dynamic Executive Support

- Executive-level support available on demand
- Diverse team of administrators, staff, consultants, and lawyers providing comprehensive assistance
- Resolutions overseen by a licensed attorney partner, ensuring legal expertise
- Centralized and independent resolution resource for schools, colleges, organizations, and employers
- Adherence to existing institutional policies and procedures
- Cost savings on staffing, salaries, and liability by outsourcing complaint resolution process

FAIR Center services are available to:

- Elementary Schools
- Middle Schools
- High Schools
- Private (Independent K-12) Schools
- Charter Schools
- School Districts
- Community Colleges
- Technical Colleges
- Trade Schools
- Universities
- Private Colleges
- Corporations
- Associations
- Organizations
- Hospitals
- Agencies
- Non-Profits
Your Priorities are our Priorities

The Center strives for balanced and equitable outcomes guided by evidence. Like you, The Center prioritizes the rights of complaints and respondents.

That means deploying trauma-informed practices and applying rigorous evaluation of evidence. The Center’s core value is upholding the equal dignity of all participants throughout the investigation and resolution of misconduct complaints.

Expertise in Action

- Delivery of unmatched professionalism, precision, and clarity in written work
- Experts known for curiosity, inquisitiveness, and tactful rapport-building with witnesses
- Consultants with excellent listening and decision-making skills, and extensive adjudication experience
- Expertise in informal resolution across various Alternative Dispute Resolution (ADR) modalities
- Independent and practiced set of eyes for complaints requiring external scrutiny
- Predictable costs with one fee for control and budget predictability
SERVICES WE OFFER

- **Civil Rights, Workplace, and Student Conduct Investigations**
  - Race Discrimination
  - Age Discrimination
  - Religious Discrimination
  - Ethnicity/Nationality/National Origin Discrimination
  - Disability Discrimination
  - Sex/Gender Discrimination
  - Other Protected Characteristic Discrimination Complaints
  - Student Misconduct Complaints
  - Employee Misconduct Complaints
  - Retaliation/Whistleblower Complaints
  - Counter-complaints

- **Adjudications**
  - (Hearings, Decision-making, Panels)
    - Title IX
    - Title VI
    - Title VII
    - VAWA
    - State law
    - EEO/Workplace
    - Violence Risk Assessments/Threat Assessments
    - Direct Threat/Involuntary Leave Determinations/Hearings
    - Student Misconduct Complaints
    - Employee Misconduct Complaints

- **Appeals**
- **Process Advisors**
  (Compliant with Title IX, VAWA, state law)
- **Rape Crisis and Abuse Advocates**
- **Informal Resolutions, including Restorative Practices**
- **Investigation Support Services**
- **Case Management/Grievance Process Management**
- **Hearing Support Services**
- **Interim Administrators and Staffing**
  - Investigators
  - Deputy Title IX Coordinators
  - Title IX Coordinators
  - Deans of Students (SSAOs)
  - Directors of Student Conduct
  - Case Managers
Two short-term staffing models:

**Supplemental Staffing:**
- Deployment of professionals for roles such as witness wrangler, victim’s advocate, investigation support specialist, hearing facilitator, or case manager
- Short-term support to enhance current team’s capacity and skills

**Interim Staffing:**
- Temporary replacement for open roles internally
- Professionals step in during leaves of absence, vacancies, or conflicts
- TNG Consulting offers long-term temporary engagements outside The Center subscription model as needed

**Fair and Straightforward Pricing**

Choose from four pricing levels calibrated to your specific needs, with no additional costs, upcharges, or hidden fees. The Center is ready to meet your needs. Please get in touch with us today to choose which level fits your institutional needs and ensures that your resolutions are FAIR.
Tailoring FAIR to Your Unique Needs

• The FAIR Center is your solution for handling outlier cases, providing dedicated support for the unique challenges your organization may face.

• When you refer a complaint to FAIR, we address it, no matter the complexity (Tiers 1-3). To maximize the value, consider a balanced approach.

• Our clients typically send a mix of each Tier with the majority falling into Tier 2, with some Tier 1 and occasional Tier 3 cases.

• FAIR adapts to your unique situation, offering optimal value and support for your organization’s diverse needs.

• Subscribers can choose from different levels:
  • Level One: 5 units/year
  • Level Two: 10 units/year
  • Level Three: 20 units/year

FAIR Center Tiers

- Tier One: Simple and quick investigations (~<20 hours).
- Tier Two: Moderately complex investigations (~<40 hours).
- Tier Three: Complex and lengthy investigations (~40+ hours).
Allocating Time for Subscribers

- One Investigation = One unit
- Investigation Support (Included with subscription, such as notetaker, transcription, etc.)
- Hearing Coordinator (Included with subscription)
- Hearing Officer = .5 units per panelist
- Advisor = .5 units per advisor
- Informal Resolution Officer = .25 units (per resolution)
- Interim Role (2 weeks) = 1 unit
- Advocate = .25 units
- Appeal Officer/Decision-maker = .25 units

Subscriber Levels

- Level One: 5 units/year
- Level Two: 10 units/year
- Level Three: 20 units/year
- Custom: 20+ units/year

Subscribing to The FAIR Center
Level One Subscriber Example

Client uses FAIR for 4 investigations and two hearings

✓ One Investigation = One unit
  ✓ 4 Investigations uses 4 units
✓ Investigation Support (Included with subscription, such as notetaker, transcription, etc.)
✓ Hearing Coordinator (Included with subscription)
✓ Hearing Officer = .5 units per panelist
  ✓ This client needed FAIR for 2 hearings totaling 1 unit

- Advisor = .5 units per advisor
- Informal Resolution Officer = .25 units (per resolution)
- Interim Role (2 weeks) = 1 unit
- Advocate = .25 units
- Appeal Officer/Decision-maker = .25 units

Subscriber Levels

✓ Level One: 5 units/year
  ▪ Level Two: 10 units/year
  ▪ Level Three: 20 units/year
  ▪ Custom: 20+ units/year
Level One Subscriber Example

Client uses FAIR for 1 investigation, 6 hearings, and two hearing advisors

- One Investigation = 1 unit
  - Investigation accounts for 1 unit
- Investigation Support (Included with subscription, such as notetaker, transcription, etc.)
- Hearing Coordinator (Included with subscription)
- Hearing Officer = .5 units per panelist
  - The client used FAIR for 6 hearings for 3 units
- Advisor = .5 units per advisor
  - The client also utilized two advisors, totaling 1 unit
- Informal Resolution Officer = .25 units (per resolution)
- Interim Role (2 weeks) = 1 unit
- Advocate = .25 units
- Appeal Officer/Decision-maker = .25 units

Subscriber Levels

- Level One: 5 units/year
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- Level Three: 20 units/year
- Custom: 20+ units/year
Level One Subscriber Example

Client uses FAIR for an uncommonly complex investigation that requires 1.25 units rather than one. The remaining three units are used for one additional investigation and four hearings.

This client uses FAIR for every role in a single complaint, as follows:

- 1.25 units for investigation
- .25 units for informal resolution (unsuccessful)
- 1.5 units for three-member hearing panel
- .75 units for a three-member appeal officer panel
- 1 unit for advisors for each party
- .25 units for a victim’s advocate to support complainant

Subscriber Levels

- Level One: 5 units/year
- Level Two: 10 units/year
- Level Three: 20 units/year
- Custom: 20+ units/year
Contact Kate Halligan, Vice President, TNG Consulting at kate.halligan@tngconsulting.com