**RESPONSE & RESOLUTION POLICY**
**UPDATED: May 2026**

## SECTION 1: RESPONSE

USA Archery's (USAA) Response and Resolution Policy is the documented procedure for USAA's intake and investigative processes, identifying actions USAA will take to determine whether Physical Misconduct, Emotional Misconduct, violations of the MAAPP, and violations that fall within USAA's jurisdiction, or in which the Center declines jurisdiction occurred.

USAA's Response and Resolution process is guided by the U.S. Center SafeSport Code and USAA's Minor Athlete Abuse and Prevention Policy (MAAPP), Disciplinary Proceedings and Grievance Policy, and federal and state laws. USAA is committed to providing an effective athlete safety response process based on fairness, efficiency and neutrality.

### I. Prohibited Behavior

- Criminal Charges or Dispositions
- Child Abuse
- Sexual Misconduct
- Emotional and Physical Misconduct, including Stalking, Bullying, Hazing and Harassment
- Other Inappropriate Conduct
- Aiding and Abetting
- Misconduct Related to Reporting
- Misconduct Related to Center's Process
- Retaliation
- Violation of Minor Athlete Abuse Prevention Policies / Proactive Policies

### II. Reporting

#### a. General Requirements

i. Adult participants must know their reporting requirements under the Code, state law, and federal law. Ignorance or mistake as to one's reporting obligation is not a defense.
ii. USAA Members are required to comply with the Code, and all local, state and federal laws.
iii. Nothing in this policy, nor in the Code, shall be construed to require a victim of Child Abuse or other misconduct to self-report.
iv. The reporting requirements under this section are an individual obligation of each Adult Participant. Reporting to a supervisor or administrator does not relieve an Adult Participant of the obligations to report as specified under this section. Adult Participants must report even if they believe someone else has already reported.
v. Adults Participants must report to the Center any conduct, if true, would constitute Sexual Misconduct or Child Abuse.

vi. Participants should not investigate or attempt to evaluate the credibility or validity of allegations involving Sexual Misconduct or Child Abuse. Participants making a good faith report are not required to prove the reports are true before reporting to the Center or appropriate authorities.
vii. Reports to the Center can be made:
    1. Through U.S. Center for SafeSport's online reporting form: www.uscenterforsafesport.org/report-a-concern.
    2. By phone during regular business hours (Monday-Friday, 8:00 AM MT – 4:00 PM MT) at 1-833-5US-SAFE
viii. Reports to USA Archery can be made:
    1. Through the USA Archery's online reporting form: https://www.usarchery.org/about/report-a-concern
    2. By phone during regular business hours (Monday-Friday, 8:00 AM MT – 5:00 PM MT) at (719) 866-3461.
ix. There are no associated costs, fees, or other financial barriers attached to submitting a report.

**b. Reporting Requirements related to Child Abuse, including Child Sexual Abuse**

i. An Adult Participant who learns of information or reasonably suspects that a child has suffered an incident of Child Abuse, including sexual abuse, must immediately:
    1. Make a report to law enforcement **AND**
    2. Make a report to the U.S. Center for SafeSport **AND**
    3. Comply with any other applicable reporting requirements under local, state or federal law.
ii. In addition to any reporting requirements per local, state, or federal law, Adult Participants must report to the Center immediately any allegations of child abuse, including child sexual abuse, involving a person reasonably believed to be a Participant in the Movement even if the Adult Participant learned of the allegations prior to becoming an Adult Participant. Nothing in this provision shall be construed to require a victim of Child Abuse or other misconduct to self-report.
iii. Reporting to the Center alone is not sufficient. You must report to both the Center and to law enforcement and comply with any other applicable local, state, and federal laws.
iv. Child Abuse includes incidents that involved a victim who was a Minor at the time of the alleged incident, even if the victim is now an Adult.

**c. Reporting Requirements Relating to Sexual Misconduct**

i. An adult Participant who learns of information or reasonably suspects that an incident(s) of Sexual Misconduct has occurred, must report the incident(s) directly to the Center immediately, but no later than 24 hours.
ii. In addition to any reporting requirements per local, state, or federal law, Adult Participants must report to the Center immediately any allegations of Sexual Misconduct, including child sexual abuse, involving a person reasonably believed to be a Participant in the Movement even if the Adult Participant learned of the allegations prior to becoming an Adult Participant. Nothing in this provision shall be construed to require a victim of Child Abuse or other misconduct to self-report.
iii. This reporting requirement applies regardless of whether the suspected victim is an Adult or Minor.
iv. If the Sexual Misconduct involves a Minor, it must be reported pursuant to Section b. above.

**d. Additional Misconduct that Adult Participants must report to the Center:**

i. Criminal Charge(s) or Disposition(s) involving Sexual Misconduct or misconduct involving Minors
ii. Misconduct related to the Center's process, including any suspected incident(s) of:
    1. Aiding and Abetting
    2. Abuse of Process
iii. Retaliation

**e. Emotional and Physical Misconduct and Proactive Policies**

i. An Adult Participant who learns of information or reasonably suspects that an incident(s) of Emotional or Physical Misconduct prohibited under the Code has occurred must report it to USA Archery.
ii. An Adult Participant who learns of information or reasonably suspects a violation of the Minor Athlete Abuse Prevention Policies or other proactive policies must report it to USA Archery.
iii. In lieu of reporting to USA Archery, an Adult Participant can satisfy reporting requirements in Section e. i and ii, by reporting to the Center.

**f. Anonymous Reports**

Reports may be made anonymously to USA Archery. Anonymity means USA Archery will not know the personally identifying information of the reporter. It does not mean that the underlying information will be protected.

However, an anonymous report may limit USA Archery's ability to investigate and respond to a report, and if an Adult Participant reports anonymously, it may not be possible for USA Archery to verify that mandatory reporting obligations have been satisfied.

## III. Prohibition of Retaliation

USAA prohibits retaliation before, during and after the process (whether led by USAA or by the Center) of resolving an allegation of suspected Sexual Misconduct, Physical Misconduct, Emotional Misconduct, or violation of the MAAPP.

Retaliation is defined by, but not limited to, Section 220501(b)(11) of the Sports Act. The Act states: Any adverse or discriminatory action, or the threat of an adverse or discriminatory action, including removal from a training facility, reduced coaching or training, reduced meals or housing, and removal from competition carried out against a Protected Individual as a result of any communication, including the filing of a formal complaint, by the Protected Individual or a parent or legal guardian of the Protected Individual relating to the allegation of physical abuse, sexual harassment, or emotional abuse, with the United States Center for SafeSport; a coach, trainer, manager, administrator, or official associated with the USOPC; the United States Attorney General; a federal or state law enforcement authority; the Equal Opportunity Employment Commission; or Congress.

Furthermore, the Center defines Retaliation as follows:

It is a violation of the Code for a Participant or someone acting on behalf of a Participant, an NGB, LAO, the USOPC, or any entity under the Center's jurisdiction, to Retaliate or attempt to Retaliate.

Retaliation is any adverse action or threat to take any adverse action against any person related to allegations of Prohibited Conduct or involvement in any activity related to the reporting or investigative processes of the Center or other relevant entities under the Center's jurisdiction.

Adverse actions include, but are not limited to: threatening, intimidating, harassing, coercing, or any other action or conduct with the potential effect of dissuading any reasonable person from reporting Prohibited Conduct or engaging in activity related to any reporting or investigative processes.

Retaliation may take place at any time, including before, during, or after an individual's reporting of alleged Prohibited Conduct or engagement in the processes of the Center or other relevant entity within the Center's jurisdiction.

Retaliation may be present even where there is a finding that no violation occurred. Retaliation does not include good-faith actions lawfully pursued in response to a report of a Code violation.

**IV. No Interference**

USAA shall not interfere in, attempt to interfere in, or attempt to influence the outcome of any Center investigation. Participants are also prohibited from interfering in, attempting to interfere in, or attempting to influence the outcome any USAA investigation or the Center's investigation.

## SECTION 2: RESOLUTION

### Jurisdiction of the Center

#### Exclusive Jurisdiction

The Center has the exclusive jurisdiction to investigate and resolve allegations that a Participant engaged in one or more of the following:

1. Sexual Misconduct, including without limitation child sexual abuse and any misconduct that is reasonably related to an underlying allegation of Sexual Misconduct;
2. Criminal Charges or Dispositions involving Child Abuse or Sexual Misconduct;
3. Misconduct Related to Reporting, where the underlying allegation involves Child Abuse or Sexual Misconduct;
4. Misconduct Related to Aiding and Abetting, Abuse of Process, or Retaliation, when it relates to the Center's process;
5. Other Inappropriate Conduct, as defined in the Code; and
6. Willful Tolerance of Cyber Abuse when the underlying conduct is related to any allegations of exclusive jurisdiction listed above or the conduct is sexual in nature.

#### Discretionary Jurisdiction

The Center has discretionary jurisdiction to investigate and resolve allegations that a Participant engaged in one or more of the following:

1. Non-sexual Child Abuse;
2. Emotional and Physical Misconduct, including Stalking, Bullying Behaviors, Hazing, and Harassment;
3. Criminal Charges or Dispositions not involving Child Abuse or Sexual Misconduct;
4. Minor Athlete Abuse Prevention Policy or other similar Proactive Policy violations;
5. Misconduct Related to Aiding and Abetting, Abuse of Process, or Retaliation, when it relates to the processes of the USOPC, USAA, USAA Clubs and/or State Associations, or any other organization under the Center's jurisdiction.
6. Willful Tolerance of Cyber Abuse when the underlying conduct is related to any allegations of discretionary jurisdiction listed above or the conduct is non-sexual in nature.

If the Center exercises jurisdiction, the Center will use the resolution procedures as set forth in the Code. If the Center declines jurisdiction, the allegations will fall within USA Archery's jurisdiction, and USA Archery will use the procedures as set forth herein.

USA Archery may refer cases within the Center's discretionary jurisdiction for review. USA Archery will refer cases within the Center's discretionary jurisdiction, for which USA Archery has a conflict of interest, to the Center for review.

Per the USAA Bylaws, Article XVI, Section 16.2, USA Archery must report an allegation that falls within the Center's exclusive jurisdiction, directly to the Center, immediately, but no later than 24 hours. Therefore, if USA Archery receives a report that falls within the Center's exclusive jurisdiction, USA Archery will notify the reporting party that their report will be forwarded to the Center. Additionally, USAA will:

1. Request that the reporting party also submit a free report online directly to the Center here.
2. Contact law enforcement immediately and within 24 hours, if applicable.
3. Ensure all requirements are met pursuant to Section B. Reporting.

USAA must promptly inform an identified reporting party of its jurisdictional determination regarding their report to USAA, communicating that the matter is being referred to the Center or is being addressed by USAA.

Any case in which the Center accepts jurisdiction, to include cases referred by USA Archery, it is the responsibility of the Center to notify the reporting party of jurisdiction.

**Requests from the Center**
USA Archery must respond to requests from the Center within 72 hours regarding the eligibility status of a Participant and the existence of USAA-imposed temporary measures or safety plans.

USA Archery's Director of Athlete Safety and Compliance, or their designee, is responsible for responding to these requests.

**Jurisdictional Holds**
The Jurisdictional Hold list will be maintained internally with USA Archery and maintained pursuant to USA Archery's Athlete Safety Policies and Procedures. If a person on the Jurisdictional Hold list attempts to reinstate or gain membership, USA Archery will notify the Center immediately.

**Resolution Procedures**
The following outline the actions that USAA will take to respond to and resolve reported allegations of Physical Misconduct, Emotional Misconduct, violations of the MAAPP, and violations that fall within USAA's jurisdiction in which the Center declines.

**Intake and Investigation**
When USA Archery receives a report of allegations that fall within USA Archery's jurisdiction, or of which the Center has declined to USA Archery, USA Archery will assign the CEO, or their designee, to undertake an investigation to determine whether a Participant violated the Code. USA Archery does not triage cases, nor conduct a preliminary inquiry, in which cases may be screened out.

a. USA Archery will notify the identified reporting party that USA Archery has accepted jurisdiction. USA Archery will work with the identified reporting party to identify the Claimant, if not one in the same.

b. USA Archery will contact the Claimant, if not one in the same with the identified reporting party, and ask if the Claimant would like to proceed. If the Claimant would like to proceed, USA Archery will confirm a copy of the IR, if filed with the Center, is on file or will request the reporting party complete USA Archery's online reporting form here.

c. USA Archery will advise the Claimant of confidentiality provisions, such that information may be accessed by the Director of Athlete Safety and Compliance, executive staff, the Center, and/or law enforcement. Additionally, information may also be shared with club directors, officers, officials, coaches and team leaders to assist with the enforcement of safety plan(s) and temporary measure(s).

d. USA Archery will confirm with the Claimant anonymity preferences. The Claimant may remain anonymous, however, should the case be referred for a hearing, the Claimant must agree to disclose their identity to participate in the hearing process pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy. Identified Claimants who do not wish to disclose their identity must acknowledge that USA Archery cannot proceed with a hearing and that the Claimant must be amenable to other resolutions.

e. If the Claimant would like to withdraw the complaint, USA Archery will document and issue an Administrative Closure letter to the identified reporting party. If applicable, USA Archery will issue an Administrative Closure letter to the Respondent. At this time, the complaint is considered withdrawn and closed.

f. If the Claimant would like to proceed, USA Archery will schedule an interview with the identified reporting party.

g. USA Archery will request a list of witnesses from the Claimant. Witnesses shall be provided the ability to provide a statement anonymously. Witnesses are not required to participate in the hearing process pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy, however, should a witness choose to participate, the witness must agree to disclose their identity.

h. USA Archery will issue a formal Notice of Allegations to both the Claimant and the named Respondent.

i. USA Archery will schedule an interview with the named Respondent.

j. USA Archery will request a list of witnesses from the named Respondent. Witnesses shall be provided the ability to provide a statement anonymously. Witnesses are not required to participate in the hearing process pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy, however, should a witness choose to participate, the witness must agree to disclose their identity.

k. At the conclusion of interviews, the CEO, or their designee, will determine whether probable cause exists.

**Probable Cause**

USA Archery bears the burden of gathering sufficient evidence to reach a determination, based on probable cause, that a Participant violate the Code.

a. If, based on the investigation, and the case has not already been dismissed in the investigative review process, the CEO or their designee determines that there is not probable cause (i.e., no fair basis or probability) to believe that the case has merit or that the underlying facts and circumstances give rise to an issue that is appropriate for resolution under this Policy, the CEO, in consultation with the Chair of the Board of Justice, may administratively dismiss the Complaint and no further processing of the case shall be required pursuant to this Policy.

b. USA Archery will issue an Administrative Closure pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy Section 5. Resolution, C. Administrative Closure.

c. If the case is not dismissed, the CEO or their designee, in consultation with the Chair of the Board of Justice, may attempt to informally resolve the dispute that is the subject of the Complaint to the satisfaction of the parties. The process is as follows:

    i. The CEO or their designee will contact both the Claimant and the Respondent and inquire as to what resolution they seek.
    ii. If such informal resolution is successful, the agreed upon resolution will be recorded with USA Archery in a form which includes written acknowledgement by the parties of that resolution.

d. If the case is not dismissed or resolved, the case will be referred to a hearing.

**Referral**
USA Archery will submit a case referral to the Board of Justice requesting a hearing be set pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy Section 4. Hearing Procedures.

**Decision**
The Hearing Panel shall report its decision on the merits in the form of written findings of facts and conclusions. The decision shall be sent to the parties, including a notice for the opportunity to appeal as set forth in USA Archery's Disciplinary Proceedings and Grievance Policy Section 4. Hearing Procedures, K. Arbitration. Subject only to any right to arbitration as is specified in K. Arbitration, the decision of the Hearing Panel shall be final and binding upon all parties. Decisions shall be provided to the parties within 30 calendar days of the hearing date.

USA Archery will document the decision.

**Evidence**

**a. Interviews**
Interviews may be conducted in person, if related to an event, or by telephone or video call.

**b. Documentation**
May include written statements, photos, screenshots, emails, texts, or other evidence as submitted by the identified reporting party, Claimant, Respondent, or witnesses.

**c. Policies**
USA Archery may review any relevant USA Archery Bylaws, policies and procedures.

**Tracking**
USA Archery tracks all cases, including those which are filed with the Center or in which the Center accepts jurisdiction, and details how the allegation was responded to, and the respective outcome.

The USA Archery Director of Athlete Safety and Compliance is responsible for maintaining the database and maintaining accurate records of all communications, interviews, and evidence.

**Local Affiliated Organizations (LAOs)**
USAA's Clubs and State Associations (LAOs) governed by USA Archery do not collect any reports of Emotional Misconduct, Physical Misconduct, or violations of the MAAPP. All complaints are reported to and/or resolved by either USAA or the Center.

## SECTION 3: TEMPORARY MEASURES

### USA Archery Temporary/ Safety Measures

#### Timing

Before the Center expressly exercises jurisdiction over particular allegations regarding a particular Participant, USAA has the authority to implement necessary and appropriate measures, up to and including a suspension, to address any allegations of misconduct.

USA Archery may impose Temporary/ Safety Measures at any time when the case falls within USA Archery's jurisdiction, or in which the Center declines jurisdiction to USA Archery.

USA Archery may impose Temporary/ Safety Measures if an assessment of known facts and evidence suggests that measures are necessary to mitigate risk, or to protect athletes or the sport community. Temporary/ Safety Measures will be implemented on a case-by-case basis and tailored to the specific needs of a matter, based on the severity of the allegations, the evidentiary support for the allegations, and/or the perceived risk to athletes or the sport community. Temporary/ Safety Measures may include, but are not limited to, altering training schedules, providing or requiring chaperones, implementing contact limitations, implementing measures prohibiting one-on-one interactions, and suspensions from participation in some or all aspects of sport activity.

#### Purpose

Temporary/ Safety Measures can:

1. Reduce potential conflict throughout an investigation;
2. Mitigate risk for participants;
3. Lessen the likelihood of intimidation, harassment, or retaliation;
4. Prevent a hostile sporting environment; and/or
5. Ensure a fair and neutral investigation into the matter

**Note**: The imposition of a Temporary/ Safety Measure(s) *does not* in any way constitute a finding by USAA nor a determination as to the veracity of the reported allegations.

#### Measures that Impact Participation

Should USA Archery recommend Temporary/ Safety Measures that would materially affect the Respondent's opportunity to participate (e.g., suspension), the measures must first be reviewed by the USA Archery's Board of Justice pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy. Should the USAA Board of Justice impose a Temporary/ Safety Measure that materially affects the Respondent's opportunity to participate, the Respondent may request a hearing and/or appeal a decision pursuant to USA Archery's Disciplinary Proceedings and Grievance Policy.

USA Archery will update the Respondent's member profile accordingly, to include notes indicating the discipline and/or sanctions imposed. This information will be documented in USA Archery's Complaints and Investigations Tracking internal database, in addition to the Respondent's member profile.

If applicable, USA Archery will update the public facing website to reflect the member's first name, last name, state, status, and reason for suspension. This information will also be documented in the member newsletter as well.

USA Archery will notify those parties or organizations with a need to know so that the outcome can be properly effectuated or understood.

#### Measures that Do Not Impact Participation

Any Temporary/ Safety Measures imposed by USA Archery that do not materially affect the Respondent's opportunity to participate (e.g. suspension), are not subject to review and may not be appealed.

USA Archery will notify those parties or organizations with a need to know so that the outcome can be properly effectuated or understood.

**Considerations**
USA Archery, in collaboration with the Center, will take into consideration how implementing Temporary/ Safety Measures, effectively notifying the Respondent of an open case, would impact the Claimant as it relates to safety. In cases of anonymous reports, USA Archery has the discretion to collaborate with the Claimant and determine if issuing Temporary/ Safety Measures would identify the Claimant, and in turn, pose a safety risk. In this case, USA Archery will review Temporary/ Safety Measures and assess them against the best interest of the Claimant.

**Discontinuation**
Temporary/ Safety Measures will automatically be discontinued upon the resolution of the case, unless the resolution explicitly notes that the Temporary Measures will be continued.

**The Center Temporary/ Safety Measures**
The Center may implement Temporary/ Safety Measures at any time. A Temporary Measure shall be effective immediately upon notice, unless stated otherwise. Temporary Measure(s) will remain in effect until the Center expressly removes the Temporary Measure(s).

When the Center expressly exercises jurisdiction over allegations regarding a particular Participant, USA Archery cannot issue - in response to those allegations - a suspension, except for penalties as referenced in Section V.D. of the Code.

Upon the Center's issuance of a Notice of Exercise of Jurisdiction, any temporary measures previously imposed by the USOPC or USAA will be automatically and immediately adopted by the Center as its own, and will be applicable throughout all Olympic, Paralympic, Pan American and Para Pan sports in the United States, and will remain in effect unless and until the Center modifies those measures. USA Archery will notify the Center within 72 hours of any Temporary Measures previously imposed.

**USA Archery Compliance**
Upon notification that a Temporary Measure has been imposed by the Center, USA Archery will update USA Archery's Complaints and Investigations Tracking internal database to reflect the Temporary Measures.

USA Archery will notify those parties or organizations with a need to know so that the Temporary Measures can be properly effectuated or understood.

- If the Temporary Measures preclude the Respondent from participating in sport, USA Archery will:
    - Update the member profile;
    - Post the Temporary Measures on the USA Archery website;
    - Post the Temporary Measures in the USA Archery newsletter, as applicable; and
    - Notify the USA Archery insurance carrier of any suspensions due to sexual or physical misconduct, as applicable.

USA Archery adheres to and complies with all Temporary Measures imposed by the Center and will report any such violations.

**Notification to the United States Olympic and Paralympic (USOPC)**

If applicable, USA Archery will notify the USOPC's Security and Athlete Safety Office within 24 hours if a violation of the SafeSport Code or MAAPP violation has occurred at any Olympic and Paralympic Training Center (OPTC) and/or at a USOPC delegation event and/or if any alleged violation has resulted in the implementation of any temporary measures that may limit an athletes attendance at a delegation event, access to an OPTC, and/or will impact an athletes eligibility for a financial stipend, EAHI and/or other support services from the USOPC.

**Confidentiality**
USA Archery's work product is confidential. The following documents or evidence related to the response and resolution process must remain confidential, in that they may not be disclosed outside of the proceedings, except as may be required by law or authorized by USA Archery: any Notice of Allegation(s), Notice of Temporary Measures, Notice of Resolution, Case Referral, Admonishment Letters, and any documents or evidence, including interview statements of a Claimant, Respondent, or other witnesses. Failure to maintain the above documents or evidence confidential may constitute an Abuse of Process.

USA Archery will expressly state when a document may be disclosed to those parties or organizations with a need to know so that the outcome can be properly effectuated or understood.

Additionally, subject the Code's Abuse of Process provision, Section IX. H. Abuse of Process, (including the prohibition on identifying a Claimant). USA Archery does not impose any restrictions on a Claimant's or Respondent's ability to discuss the incident(s) USA Archery investigated, their participation in USA Archery's process, or the outcome of that process.

If any person or entity misrepresents the process, the underlying facts, or the outcome of a matter, USA Archery reserves the right to publicly correct the record.

**SECTION 4: DATA OF MATTERS**

USA Archery designates the Director of Athlete Safety and Compliance, or their designee, to ensure that the documented procedure is being followed and that the Data of Matters is submitted to the Center annually.

USA Archery's Clubs and State Associations do not collect any reports of misconduct, MAAPP violations, retaliation or collect related data. All complaints are reported to and resolved by either USA Archery or the Center.

Data is collected and compiled through the following means:

1. The USA Archery Director of Athlete Safety and Compliance reviews USA Archery's Complaints and Investigations Tracking internal database.
2. Data of matters are copied from USA Archery's Complaints and Investigations Tracking internal database and transferred to USA Archery's Misconduct Data Reporting internal database. Specific data that is tracked and transferred for the purposes of misconduct reporting is as outlined below.

Specific data that USA Archery reports on to the Center is as follows:

1. Emotional Misconduct
    a. Total Reported Alleged Incidents
    b. Total Number of Investigations*
    c. Total Number of Violations
2. Physical Misconduct
    a. Total Reported Alleged Incidents
    b. Total Number of Investigations
    c. Total Number of Violations
3. Minor Athlete Abuse Prevention Policies (MAAPP) Violations

a. Total Reported Alleged Incidents, by Policy Type
b. Total Number of Investigations
c. Total Number of Violations

*Investigation is defined as an attempt to contact the Claimant, Respondent and applicable Witnesses. USA Archery may investigate a complaint and determine that there is not enough information to proceed, and/or the Claimant determines they do not want to participate; this does not constitute a formal investigation.