

# Guided Complaint Intake Mock Prototypes

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[Our proposed solution consists of 3 parts:](#)

1. A guided complaint intake form experience
2. An AI-generated perfected complaint (HUD Form 903) or dismissal letter
3. An automated appointment scheduler

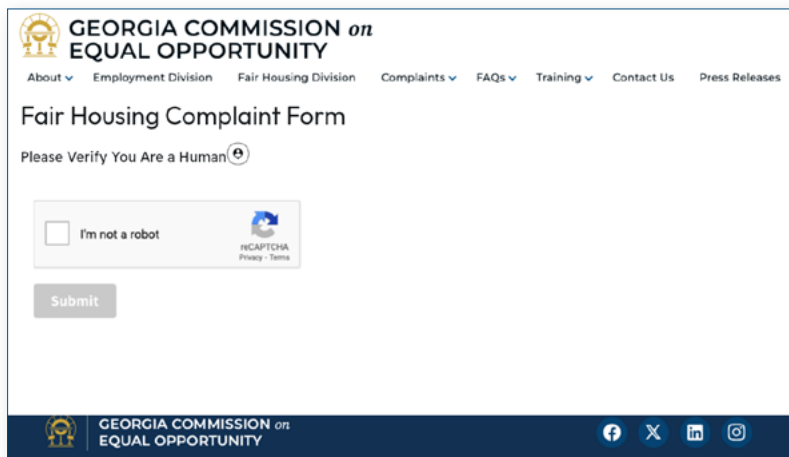
This document includes several example flows of part 1 of our solution. These flows demonstrate 4 example cases that the complainant could experience while using the guided complaint intake form.

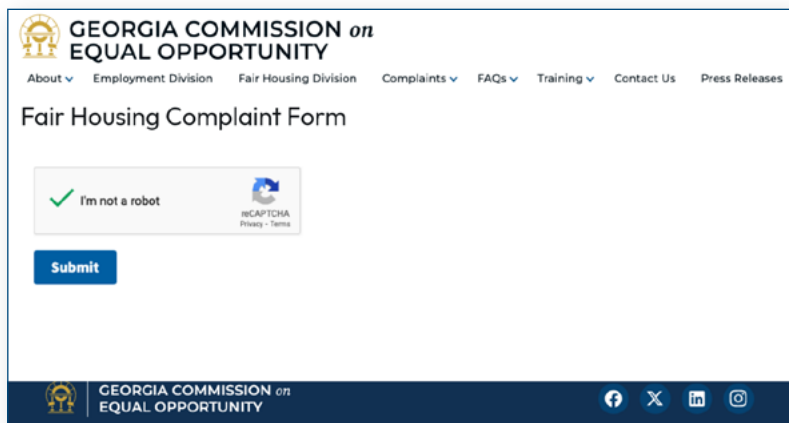
- ▶ Case 1: Recommendation = No (Rejection)
- ▶ Case 2: Recommendation = No
- ▶ Case 3: Recommendation = Cannot Determine
- ▶ Case 4: Recommendation = Yes

Also included is a mockup of part 2 of our solution: a GenAI-enabled letter generator to help the staff of the Georgia Commission on Equal Opportunity (GCEO) automatically create perfected complaints (HUD Form 903) or dismissal letters. All user-facing interfaces would comply with the [digital accessibility standards](#) established by the Georgia Office of Digital Services & Solutions.

### HOME PAGE

All complaints would begin on this home page, where the complainant begins the process and can view information about the complaint intake and investigation process. In a future iteration, they may also be able to enter a complaint number and receive status information in order to reduce the volume of calls to the GCEO. At the start of each session, the form confirms that the complainant is a human being and not a bot.

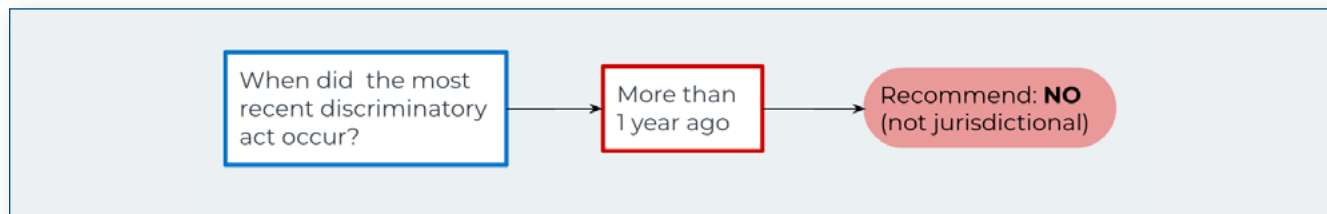




### CASE 1: RECOMMENDATION = NO

In this guided wizard example, the claim is not jurisdictional because the most recent alleged incident was more than a year ago. The wizard would ask when the incident occurred and would automatically reject the claim after the applicant confirms the incident occurred more than a year ago.

Logical flow:



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**When did the most recent alleged discriminatory act occur?**

Within the past year  
 More than a year ago

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**The claim is untimely.**

I'm sorry to inform you that complaints of discrimination must be filed within one year of the incident. Since your claim was filed more than 365 days after the event, it falls outside of this timeframe and cannot be processed. We understand this may be disappointing.

[To learn more, click here.](#)

**Close**

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The case would be displayed on the intake dashboard, showing that it was automatically closed.

**Cases** + Add Case

Below you will find a summary of your Cases

Your Top Cases

**Not Jurisdictional (not within a year)**

0 Projects

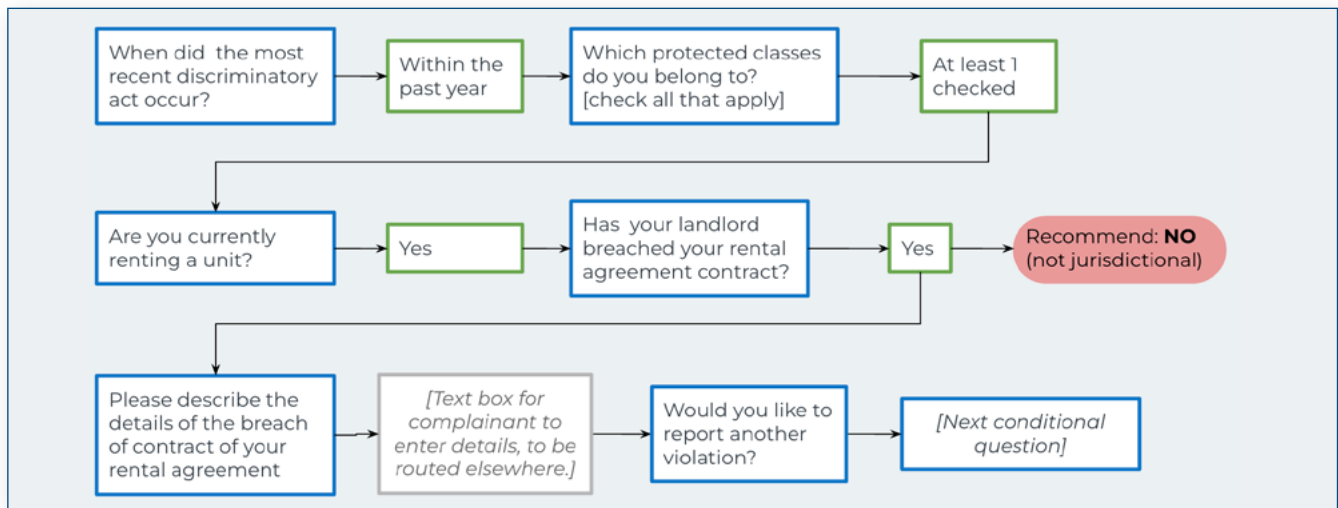
0 Open

Application Number	Category	Date Created	Case Number
20240226-000	Untimely	01/25/2024	Auto Close

CASE 2: RECOMMENDATION = NO

In this guided wizard example, the claim does not appear to be jurisdictional. Although the complainant is in a protected class, the complaint seems to be a tenant-landlord dispute about a breach of the rental agreement, which would fall under the jurisdiction of the municipal, state, or civil courts. In this specific example, a dismissal letter closing the case would be drafted and assigned to an intake officer with a recommendation of “No.” The intake officer would then review the determination that the GCEO does not have jurisdiction over this complaint and modify or approve the dismissal letter.

Logical flow:



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**What protected class do you believe you belong to that was discriminated against?**  
Check All that apply:

- Race
- Color
- National Origin
- Religion
- Sex (including gender, gender identity, sexual orientation)
- Disability
- Familial Status (such as having children or being pregnant)

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**Are you applying to rent a unit?**

- Yes
- No

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
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**Are you currently renting a unit?**

- Yes
- No

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**Do you believe that your landlord is violating the terms of your rental agreement?**

Yes  
 No

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**Please describe the details about how you believe the terms of your rental contract were violated**

I'm writing to raise concerns about being targeted by my landlord due to my race, as evidenced by the handling of my recent late rent payments. The immediate issuance of formal notices and heavy late fees for being late three months in a row has made me feel discriminated against.

This situation, marked by a lack of dialogue or understanding, suggests that my treatment might not be solely due to financial delinquency but also influenced by my racial background. It's distressing to feel singled out in this manner. I request a fair review of my case, hoping for a resolution that reflects equality and justice and ensures tenants are treated equally, irrespective of race. Thank you for considering my concerns please describe your complaint in detail.

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**Let's collect information about you**

Enter First and Last Name

Enter your Email


Enter your mailing address

Enter Phone Number

**Next**

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**Please provide the contact information for your landlord**


First and Last Name


Mailing Address

Phone Number

Email

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**Thank you!**

Thank you for submitting your form. We've received it successfully and are currently processing your information. We appreciate your promptness and look forward to assisting you further.

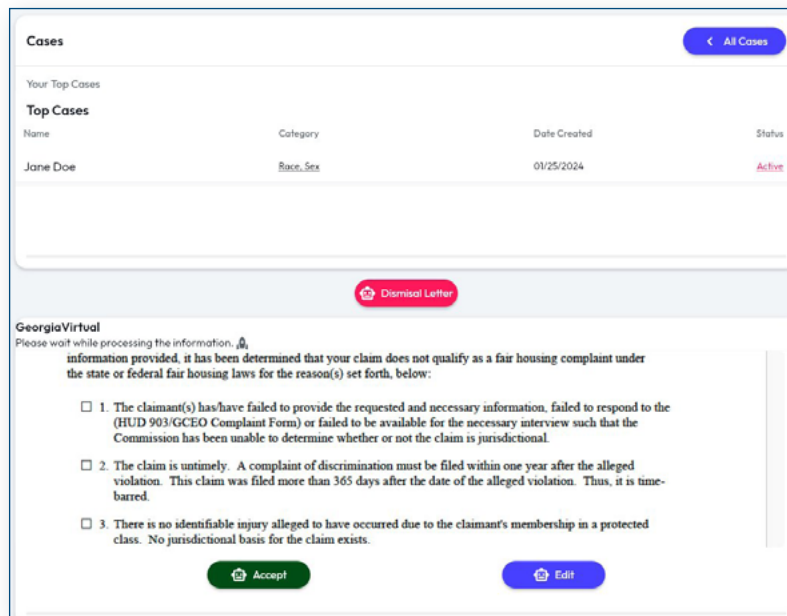
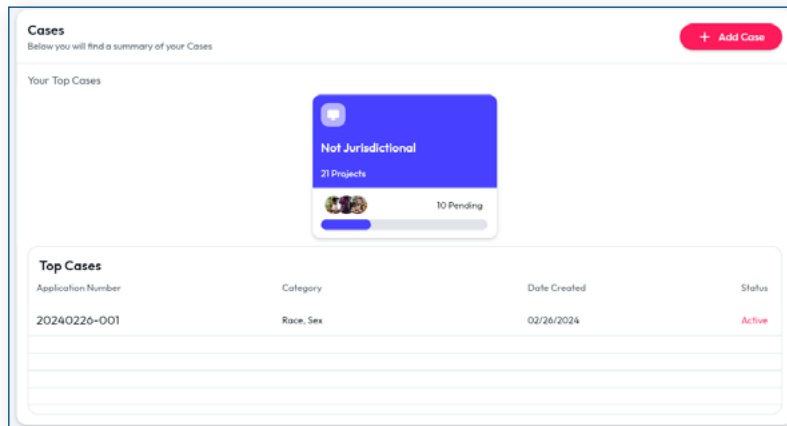
App# 20240226-001

**Close**

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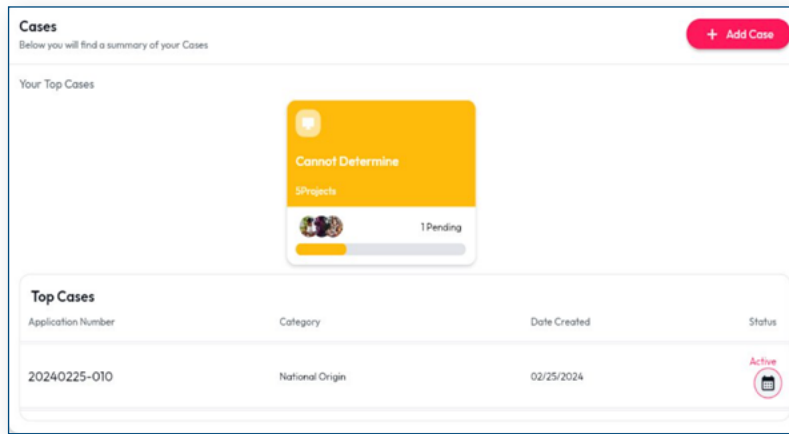


The case is displayed on the intake dashboard so that the staff member assigned to the case can review the recommendation. If the intake staff approves the dismissal, a dismissal letter will automatically be generated for the intake officer to review and send, and the case will be closed.

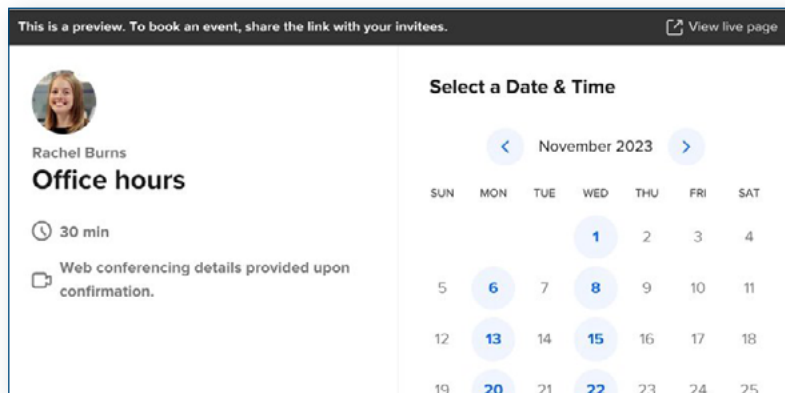
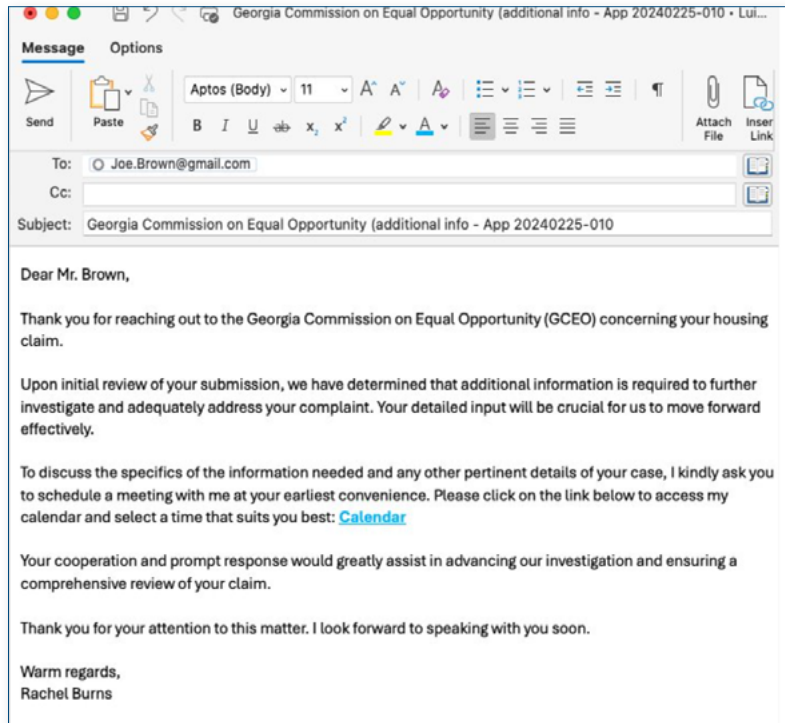


### CASE 3: RECOMMENDATION = CANNOT DETERMINE

In this guided wizard example, the system was unable to make a confident recommendation about whether the claim was jurisdictional. The system would then recommend that the intake officer have a follow-up conversation. (We do not provide a logical flow for this example since it would be complex; the wizard would ask the user a number of questions to try to find an example of a violation of the rights of a protected class and would be unable to make a clear determination.)



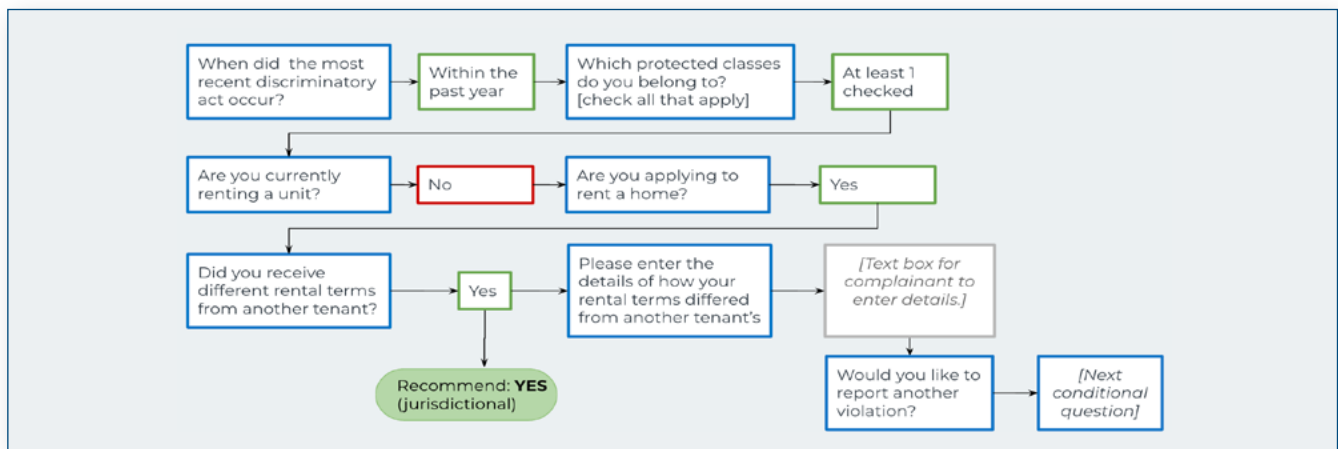
If the intake officer approved the recommendation to have a follow-up conversation, the below email would be automatically sent to the complainant. The message would include a link to a public calendar showing available slots for a follow-up discussion with an intake officer. This is part 3 of our recommended solution.



CASE 4: RECOMMENDATION = YES

In this guided wizard example, the claim appears to be jurisdictional: the complainant is in a protected class and claims they received different rental terms from another tenant renting from their landlord because of their race or sex. The guided wizard determines that this is a jurisdictional claim, so it drafts a properly formatted perfected complaint (also known as HUD Form 903), and assigns the case to an intake officer for further review.

Logical flow:



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**What protected class do you believe you belong to that was discriminated against?**  
Check All that apply:

- Race
- Color
- National Origin
- Religion
- Sex (including gender, gender identity, sexual orientation)
- Disability
- Familial Status (such as having children or being pregnant)

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**Are you currently renting a unit?**

- Yes
- No

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**Did you receive rental terms that were different from those given to another tenant?**

- Yes
- No

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**Please describe the details of how the rental terms you received were different from another tenant's rental terms?**

I recently applied for an apartment and was shocked to discover the rental terms offered to me were significantly less favorable than those given to a friend of mine, who is white. Despite having similar financial backgrounds and rental histories, I was quoted a monthly rent of \$1,700, while my friend was offered the same apartment for just \$1,000. Additionally, I was asked for a larger security deposit. I can't help but feel that this stark difference in treatment is due to my being Black and gay. Encountering such blatant discrimination is not only deeply unfair but also incredibly distressing, highlighting a clear bias that I find deeply troubling.

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Enter your Email

Enter your mailing address

Enter Phone Number

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**Please provide the contact information of the landlord**

First and Last Name

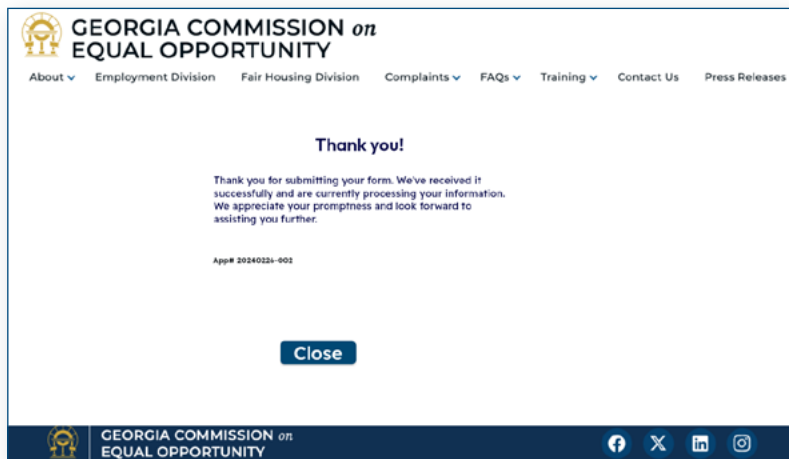
Mailing Address

Phone Number

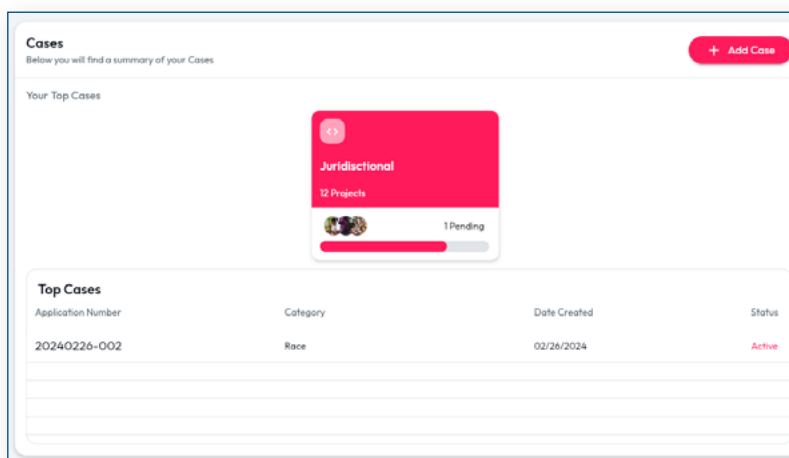
Email

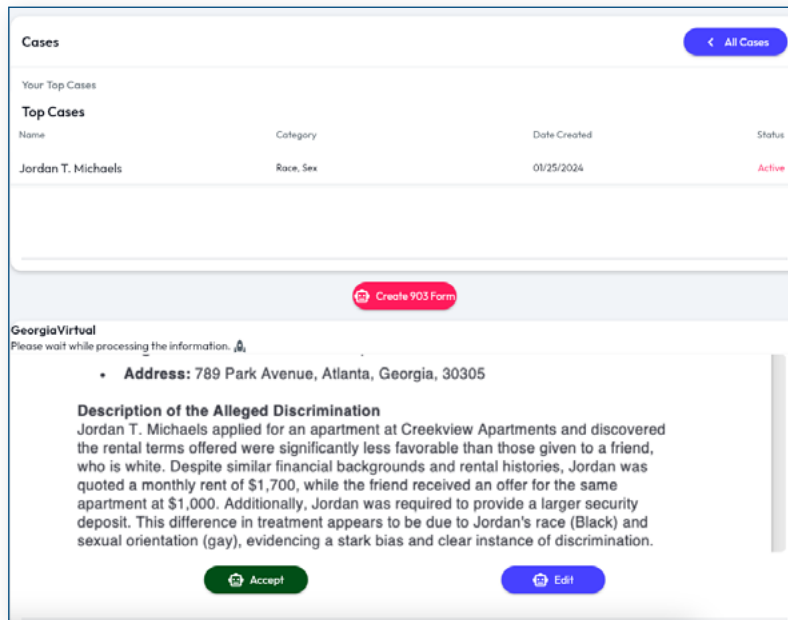
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The case is displayed on the intake dashboard and is linked to a draft AI-generated perfected complaint (Form 903) for the staff member assigned to the case to review and edit. This is part 2 of our recommended solution.

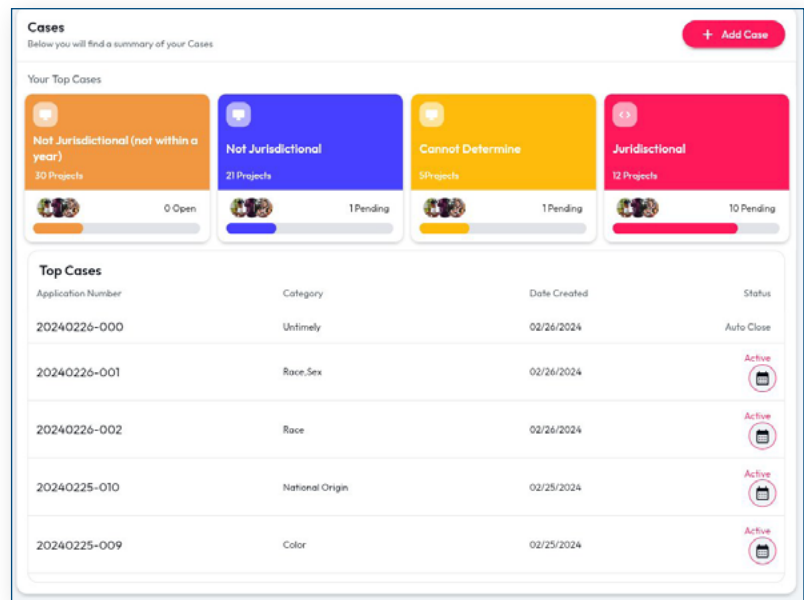




The perfected complaint above is properly formatted to meet the HUD Form 903 requirements. If approved by the intake officer, this claim would move on to the next phase of the process, which is assignment to the GCEO Investigation Unit.

### DASHBOARD INTEGRATION

All of the new tools recommended in this prototype should be integrated into either the current dashboard that intake officers use or a new dashboard that includes the existing features that intake staff rely on to track all of their assigned cases.







## Tech Executive Leadership Initiative

### OPERATIONAL DOCUMENT

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