

**G Handling Special Cases – Impartiality**

**REVISION 19**  
(01/01/12 - 03/31/12)

When employees feel they cannot be fair about a case, the case must be given to management as a possible [conflict of interest](#). The reasons for the impartiality must be explained in detail. Management decides whether the case should be reassigned.

**EXCEPTION**

The Region Program Manager can grant exceptions when sending the [case file\(g\)](#) to another office causes a hardship.