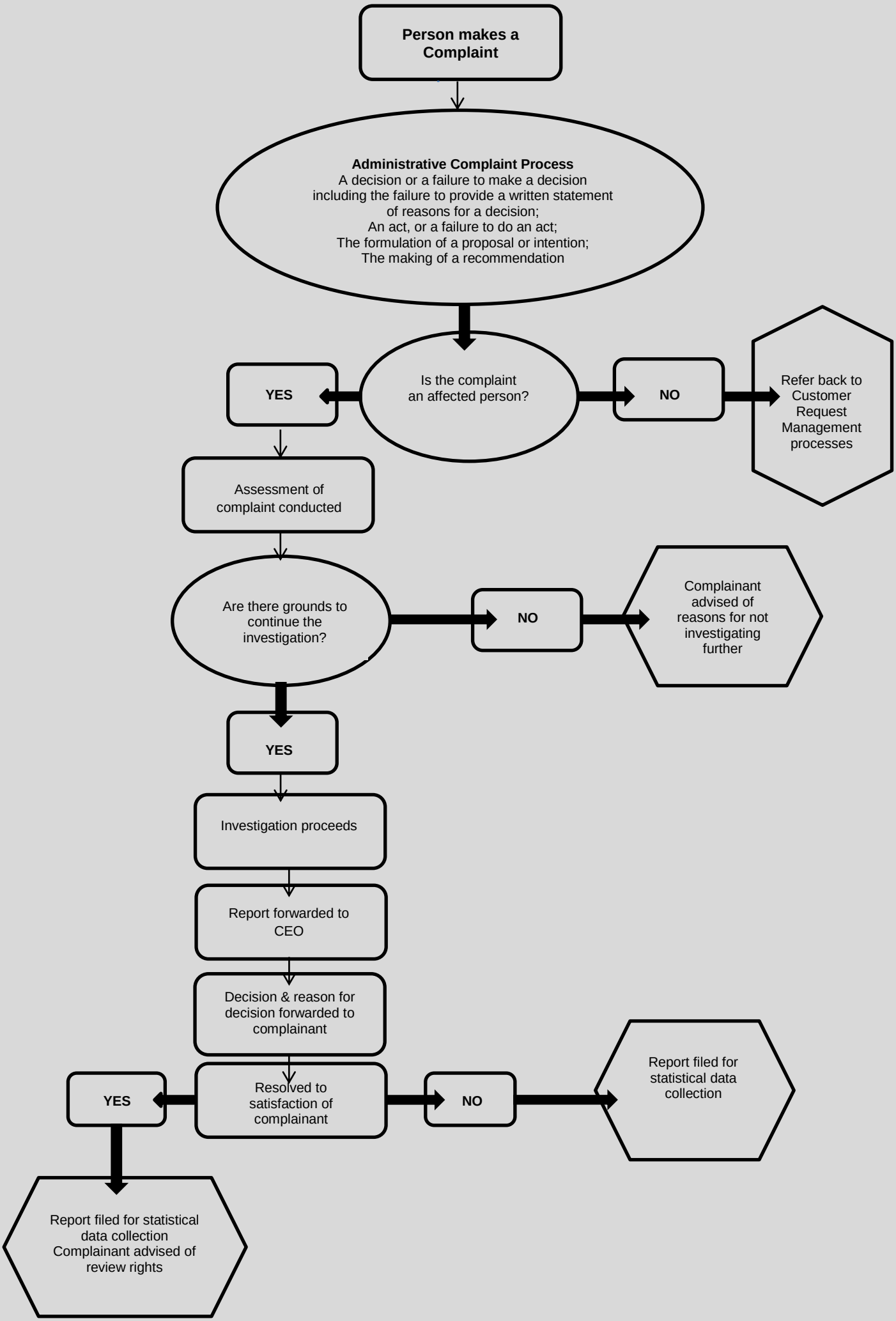
Person makes a Complaint
Administrative Complaint Process
A decision or a failure to make a decision including the failure to provide a written statement of reasons for a decision;
An act, or a failure to do an act;
The formulation of a proposal or intention;
The making of a recommendation
Is the complaint an affected person?
YES
NO
Refer back to Customer Request Management processes
Assessment of complaint conducted
Are there grounds to continue the investigation?
NO
Complainant advised of reasons for not investigating further
YES
Investigation proceeds
Report forwarded to CEO
Decision & reason for decision forwarded to complainant
Resolved to satisfaction of complainant
YES
NO
Report filed for statistical data collection
Report filed for statistical data collection
Complainant advised of review rights