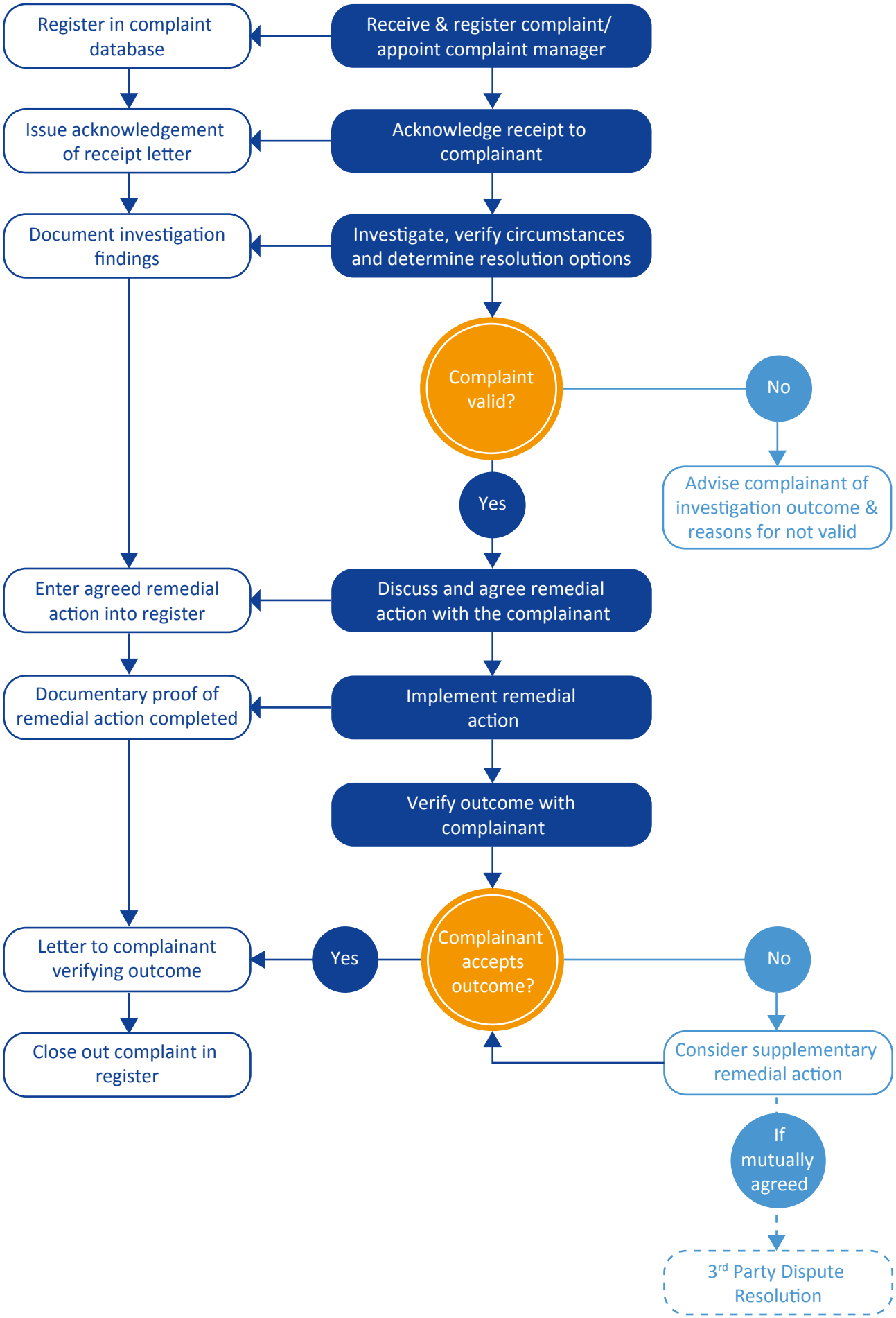
Receive & register complaint/ appoint complaint manager
Register in complaint database
Acknowledge receipt to complainant
Issue acknowledgement of receipt letter
Investigate, verify circumstances and determine resolution options
Document investigation findings
Complaint valid?
No
Advise complainant of investigation outcome & reasons for not valid
Yes
Discuss and agree remedial action with the complainant
Enter agreed remedial action into register
Implement remedial action
Documentary proof of remedial action completed
Verify outcome with complainant
Complainant accepts outcome?
Yes
No
Letter to complainant verifying outcome
Close out complaint in register
Consider supplementary remedial action
If mutually agreed
3rd Party Dispute Resolution