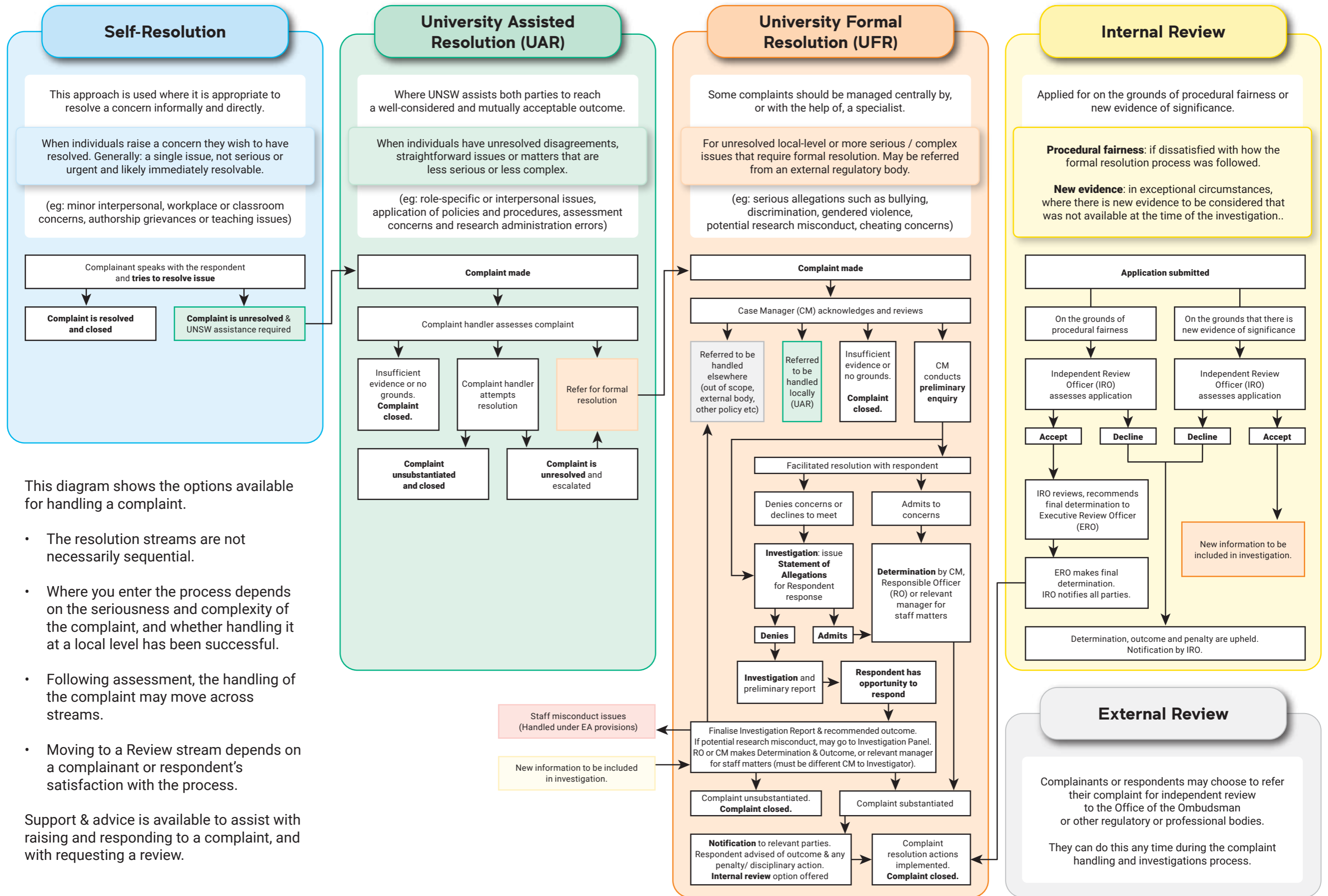


# Complaints Management and Investigations Process



This diagram shows the options available for handling a complaint.

- The resolution streams are not necessarily sequential.
- Where you enter the process depends on the seriousness and complexity of the complaint, and whether handling it at a local level has been successful.
- Following assessment, the handling of the complaint may move across streams.
- Moving to a Review stream depends on a complainant or respondent's satisfaction with the process.

Support & advice is available to assist with raising and responding to a complaint, and with requesting a review.