# FLOW CHART COMPLAINTS

COMPLAINT
(Para 2)

⬇

ASSESSMENT BY
MONITORING
OFFICER
(Para 3)

(IN CONSULTATION WITH INDEPENDENT PERSON)

REFUSE             RESOLVE
INFORMALLY      ADDITIONAL
INFORMATION

AGREE
INVESTIGATION
(Para 6)

⬇

OUTCOME OF
INVESTIGESTION

(LIAISE WITH INDEPENDENT PERSON)

NO FURTHER
ACTION
(Para 7)           REFER TO
HEARINGS PANEL
(Para 8)           RESOLVE
FORMALLY
(Para 9)

NO
FURTHER
ACTION        SANCTION
(Para 13)