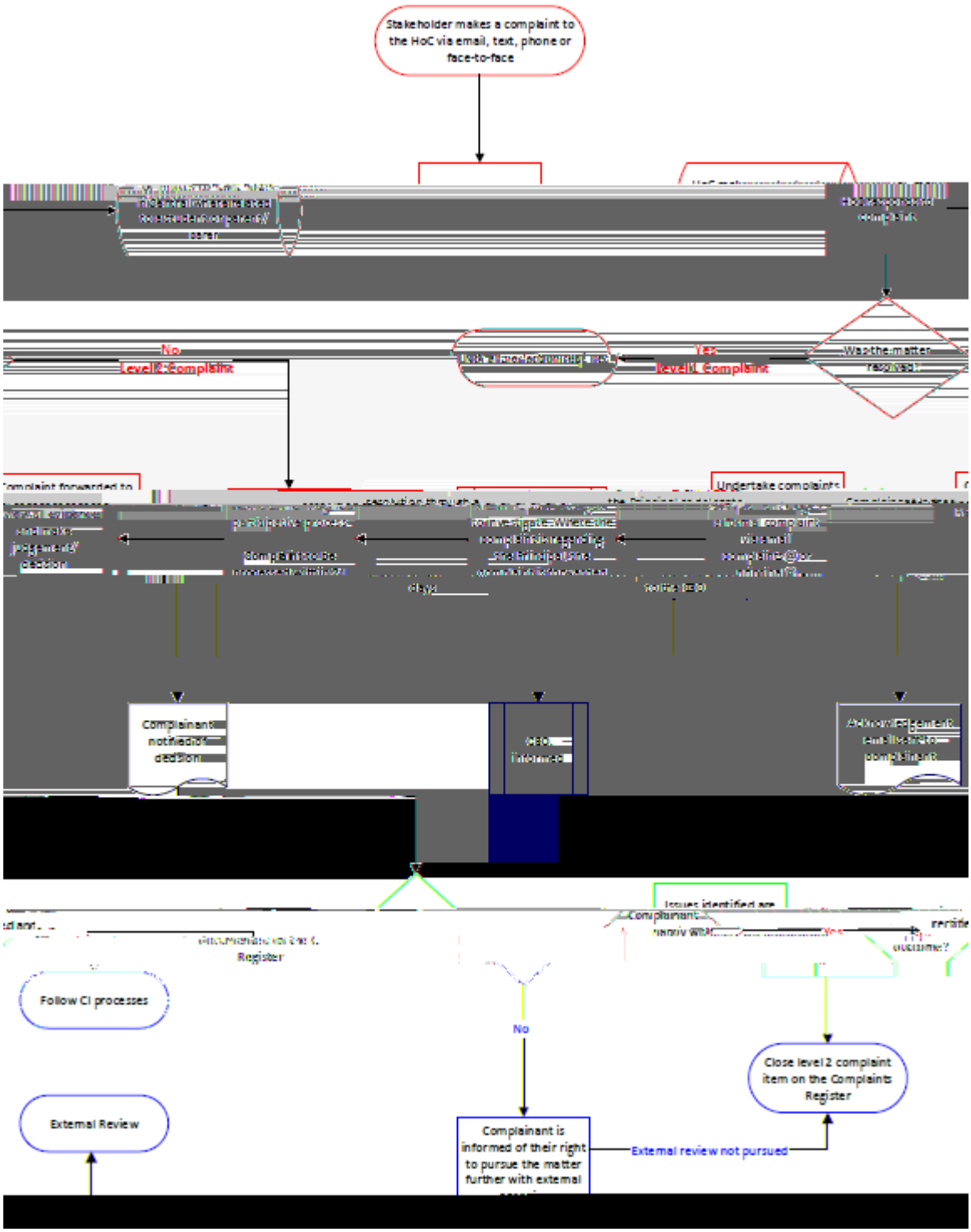
Stakeholder makes a complaint to the HoC via email, text, phone or face-to-face
No
Level 2 Complaint
Yes
Level 1 Complaint
Was the matter resolved?
Undertake complaint
Complainant notified of decision
Follow CI processes
External Review
No
Close level 2 complaint item on the Complaints Register
Complainant is informed of their right to pursue the matter further with external
External review not pursued