

Complaints Critical Path

Receipt and initial examination

Gather information

Inadmissible complaints

- Requests for information
- Redirected
- Trivial, frivolous, vexatious or not made in good faith

Admissible complaints

Check with the government agency

Quick resolution

Founded

Solution proposed and accepted

Unfounded

Explanation to complainant

Close the file

Investigation

Notice of investigation

Develop investigation plan

Conduct investigation

Founded

Mediation or negotiation

Investigation report with or without recommendation(s)

Follow up

Unfounded

Explanation to complainant

Investigation report

Close the file