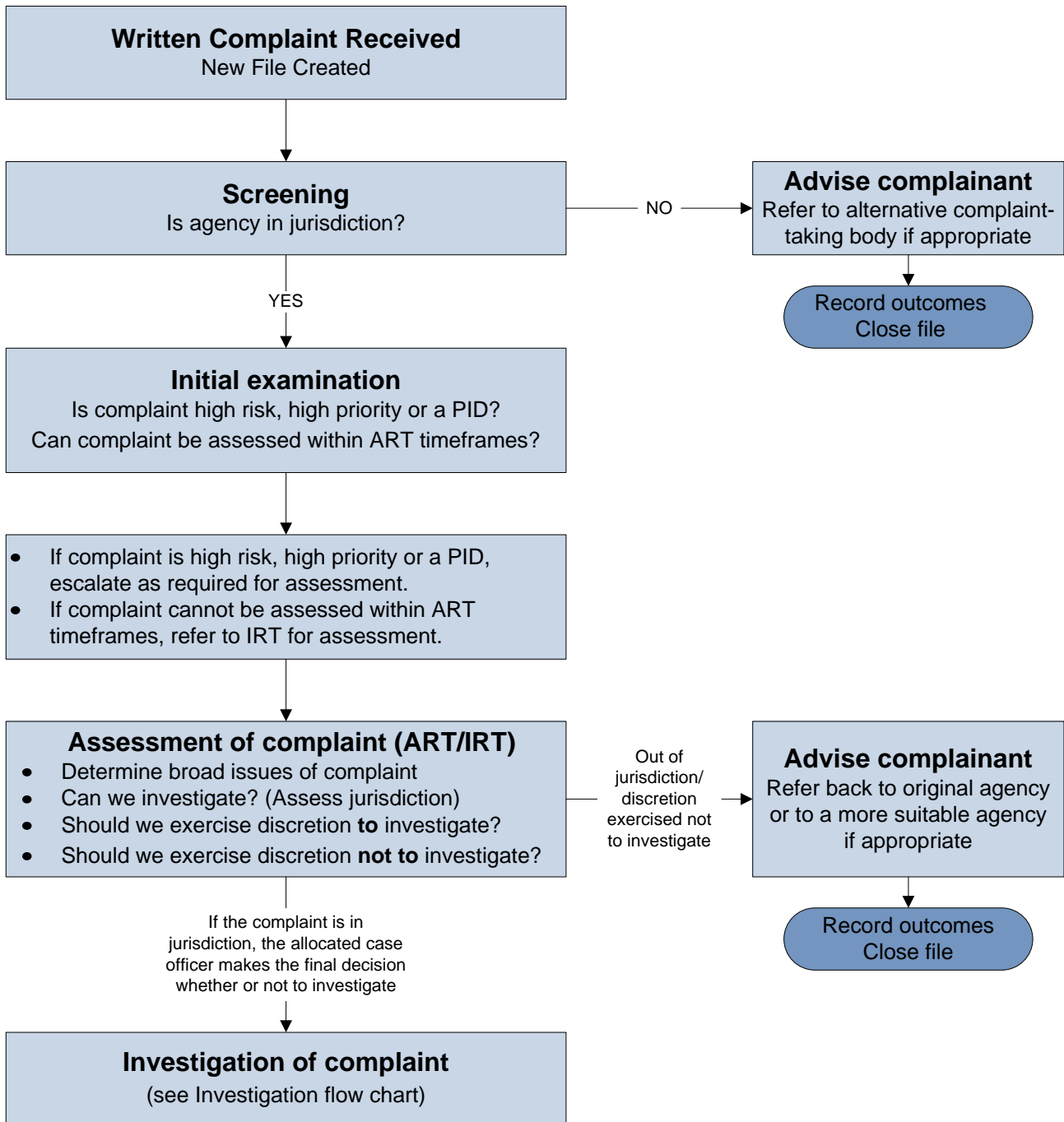


Screening and Assessment of Complaints



AT ANY STAGE:

- Undertake risk assessment and escalate as required
- Consider referring important public administration issues to the Administrative Improvement Team
- Complaint may be withdrawn – if there are outstanding issues consider conducting an own motion investigation

REVIEW - If a complaint is closed at the assessment stage, the complainant has a right of review – see Review flow chart