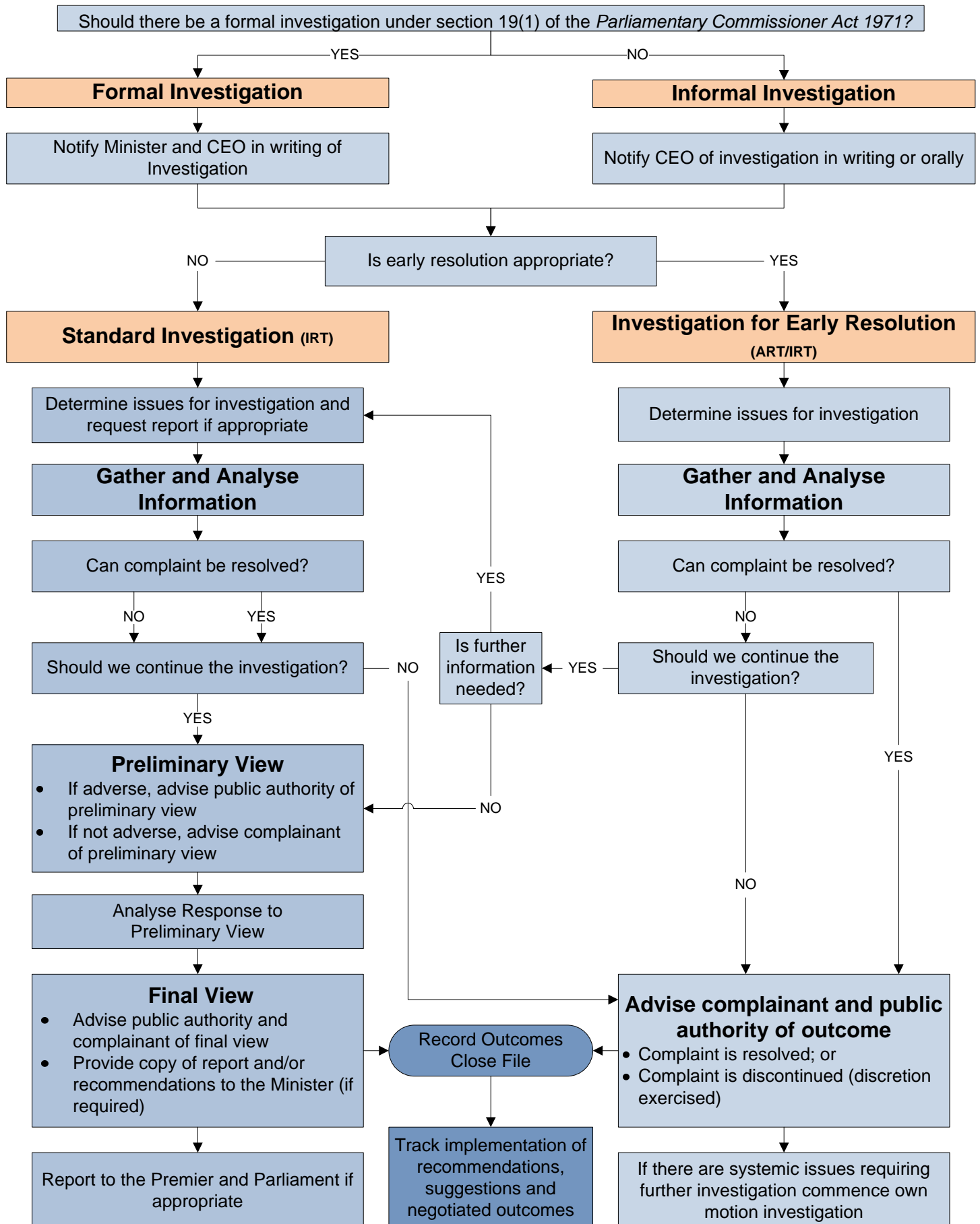


# Investigation of Complaints



## AT ANY STAGE:

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- Complaint may be withdrawn - if there are outstanding issues consider conducting an own motion investigation

**REVIEW** - Either party may request a review of the outcome of the investigation – see Review flow chart