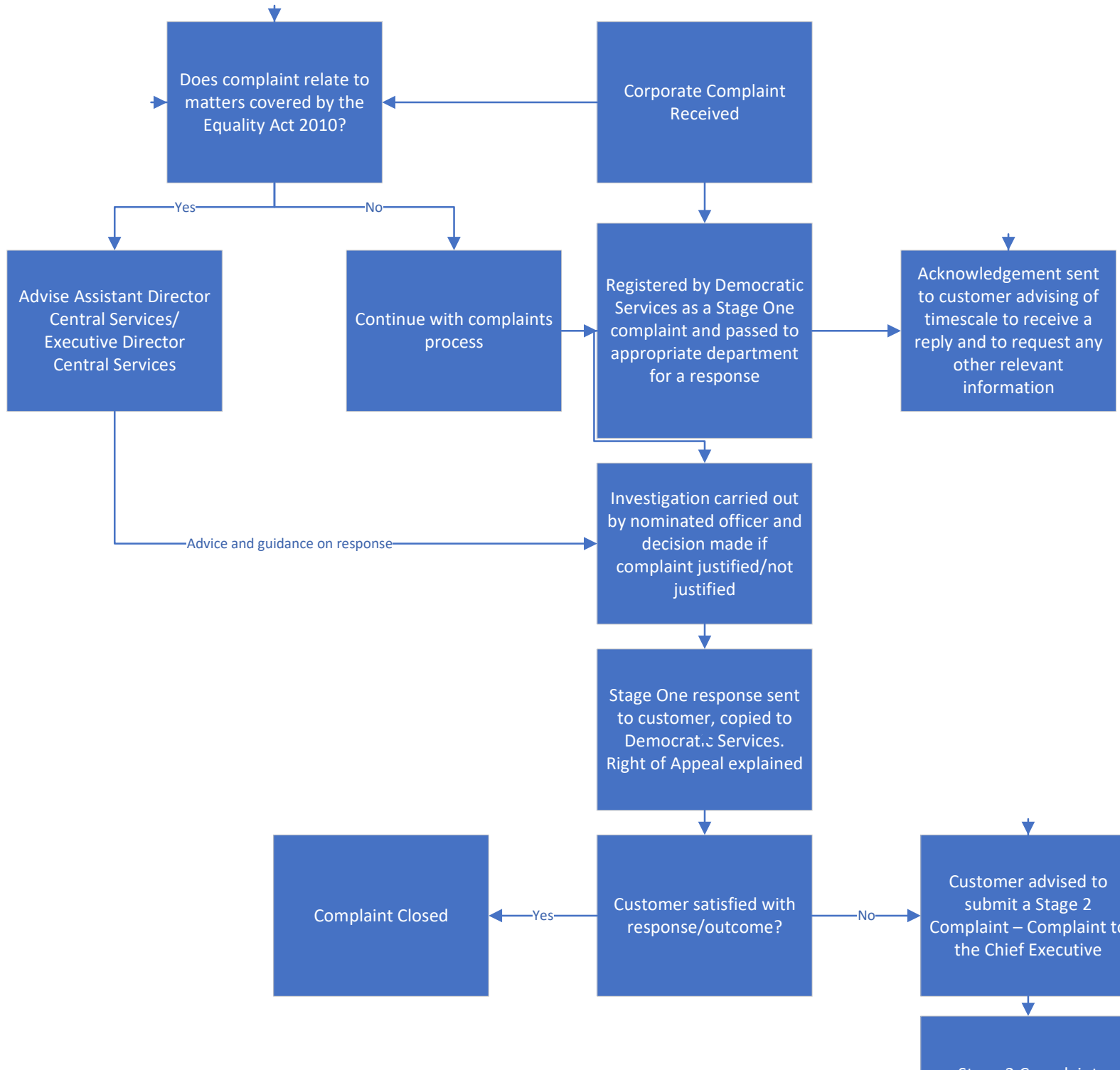


# Corporate Complaints Flowchart



Stage 2 Complaint  
Received by Democratic  
Services

Complaint registered as a  
Stage 2 and  
acknowledgement sent  
to customer

Complaint passed to  
Assistant to the Chief  
Executive for  
investigation and  
response in consultation  
with the Chief Executive

Assistant to Chief  
Executive reviews all  
information and  
corresponds with  
resident/officer who  
conducted initial  
investigation

Assistant to Chief  
Executive discusses with  
Chief Executive/Executive  
Director/Monitoring  
Officer

Decision made on  
upholding, partially  
upholding or not  
upholding complaint

Stage 2 response sent to

