

Stage 1

Complaint Received

Initial Assessment

Matter considered by Commission

Proceed to Stage 2?

NO

Complaint closed.
Respondent and complainant notified.

Stage 2

Preliminary Inquiry

Report prepared by Inquiry Officer

Report considered by Commission

Proceed to Stage 3?

NO

Complaint closed.
Respondent & complainant notified.

Stage 3

Investigation Hearing

Report issued to Relevant Parties

Investigation Report Published