

# Our Complaint Process



You bring a complaint to our Office.

**CAN WE TAKE IT?**  
(Do you have a final decision from an organization within our jurisdiction?)

NO

We will refer you to the most appropriate place.

YES

**HOW CAN WE BEST ADDRESS THE COMPLAINT?**

## EARLY RESOLUTION



We work on an informal resolution with you and the government organization.

**WAS IT RESOLVED?**

YES

NO

**WOULD AN INVESTIGATION BE APPROPRIATE?**

YES

NO

We provide you with applicable information.

## INVESTIGATION



We investigate, thoroughly and impartially.

**IS ACTION REQUIRED?**

YES

NO

We provide you with our findings.

We make recommendations to the government organization.

