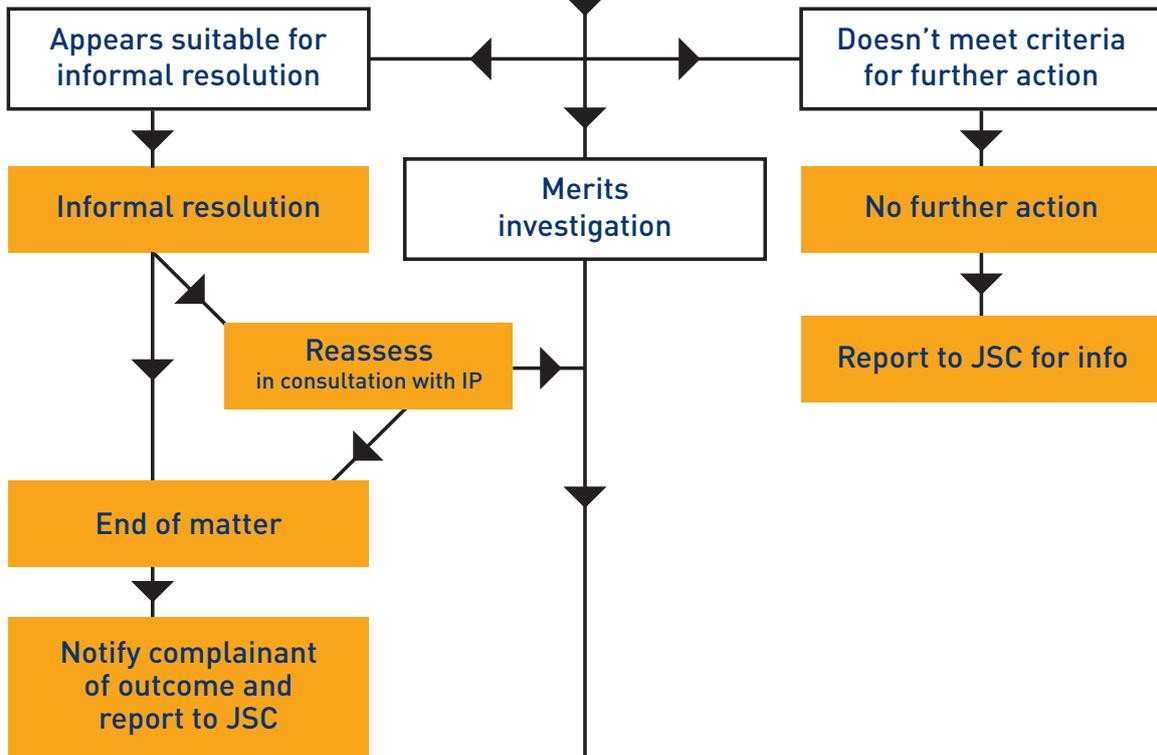


Complaint received

Acknowledge receipt of complaint to complainant within three working days, and notify subject member of complaint within three working days and invite their comments

Carry out initial assessment of complaint, seeking the views of the IP



Investigation

Issue draft report to relevant parties

MO issues final report

MO, in consultation with IP, considers whether a hearing is required, the matter should be resolved informally or no further action is required

