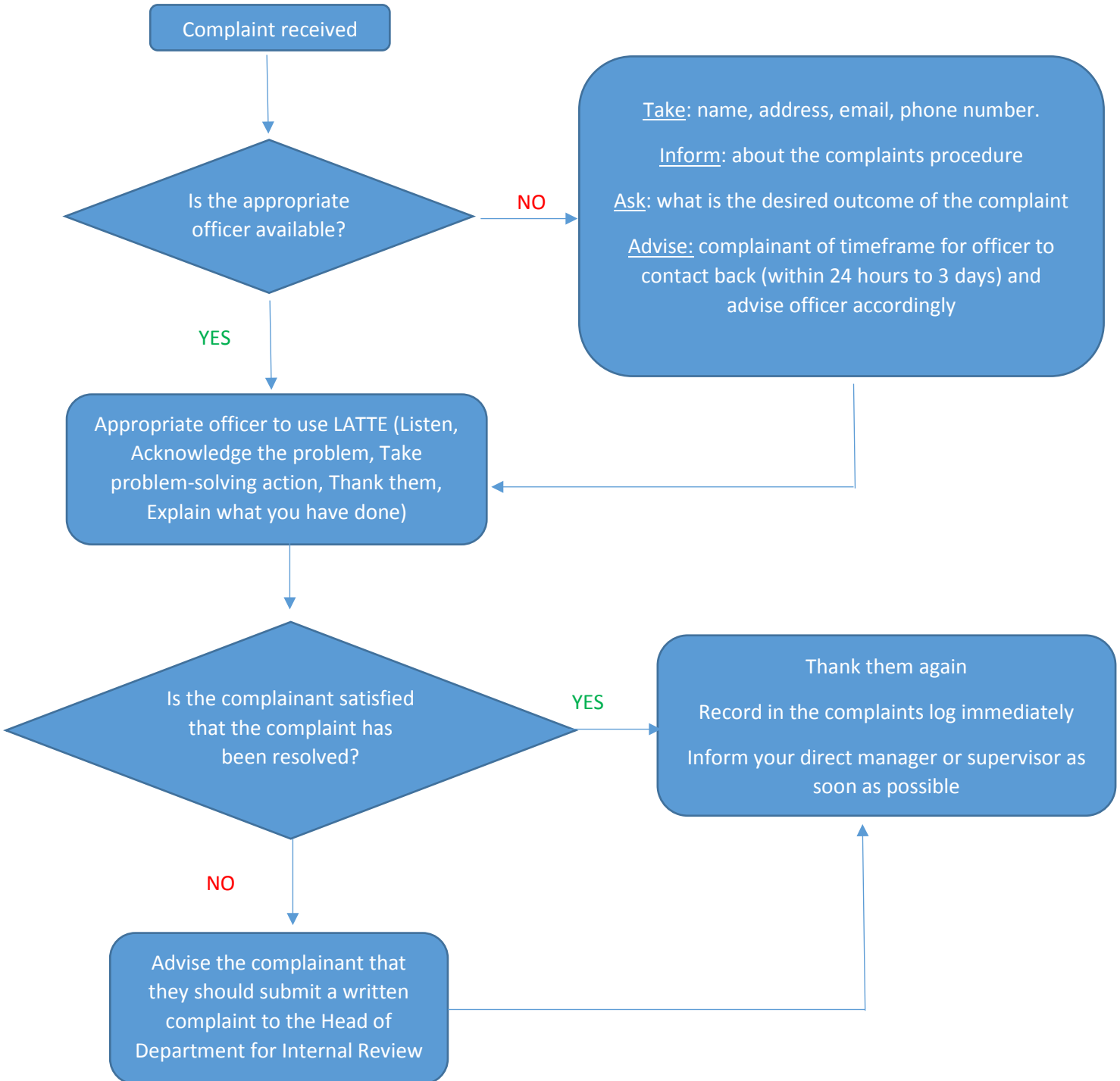


COMPLAINTS POLICY FLOW CHART

STAGE ONE

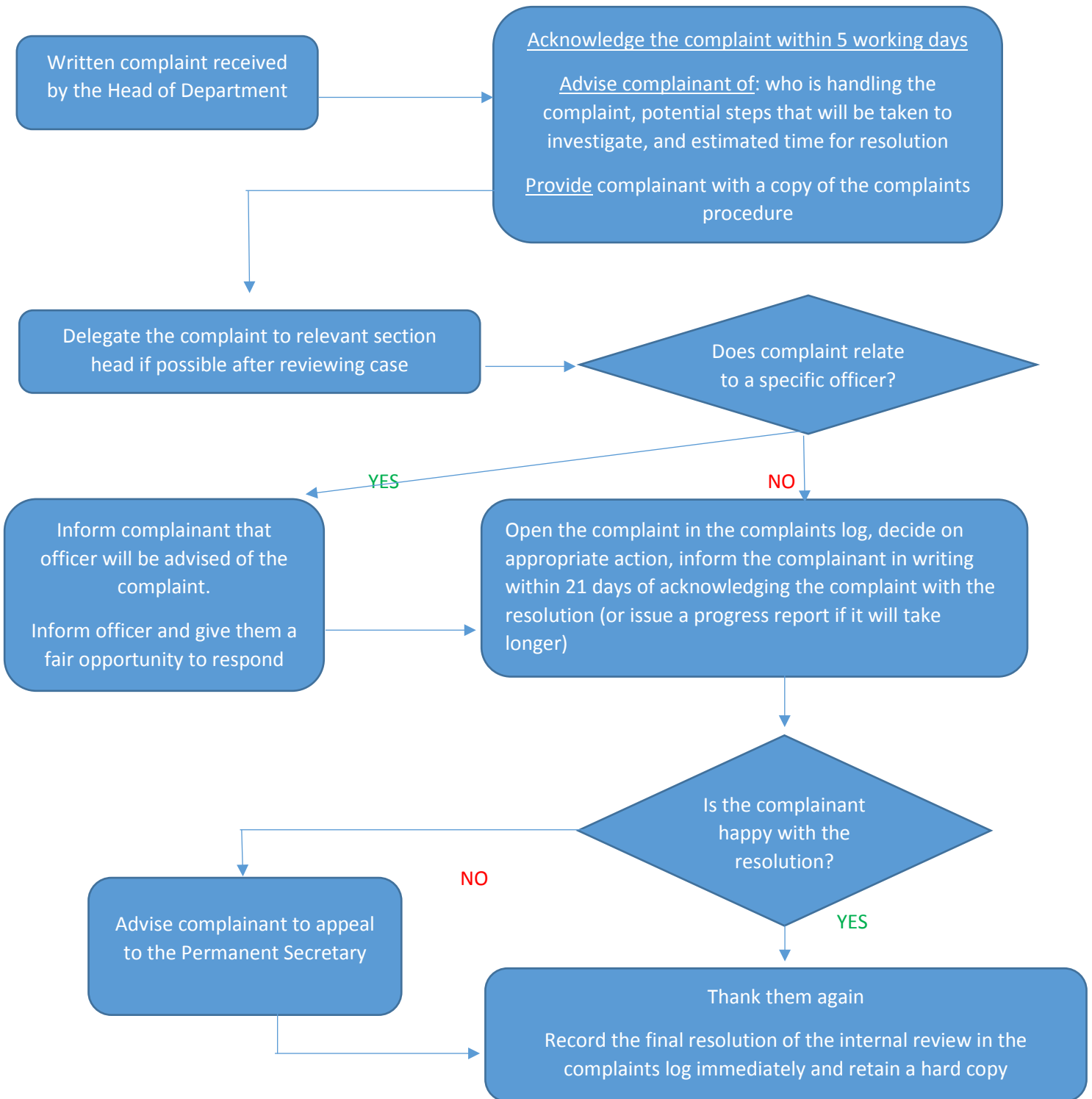
HANDLING A COMPLAINT AT THE OFFICER / SECTION LEVEL



COMPLAINTS POLICY FLOW CHART

STAGE TWO

INTERNAL REVIEW BY HEAD OF DEPARTMENT



COMPLAINTS POLICY FLOW CHART

STAGE THREE

APPEALS PROCESS BY PERMANENT SECRETARY

