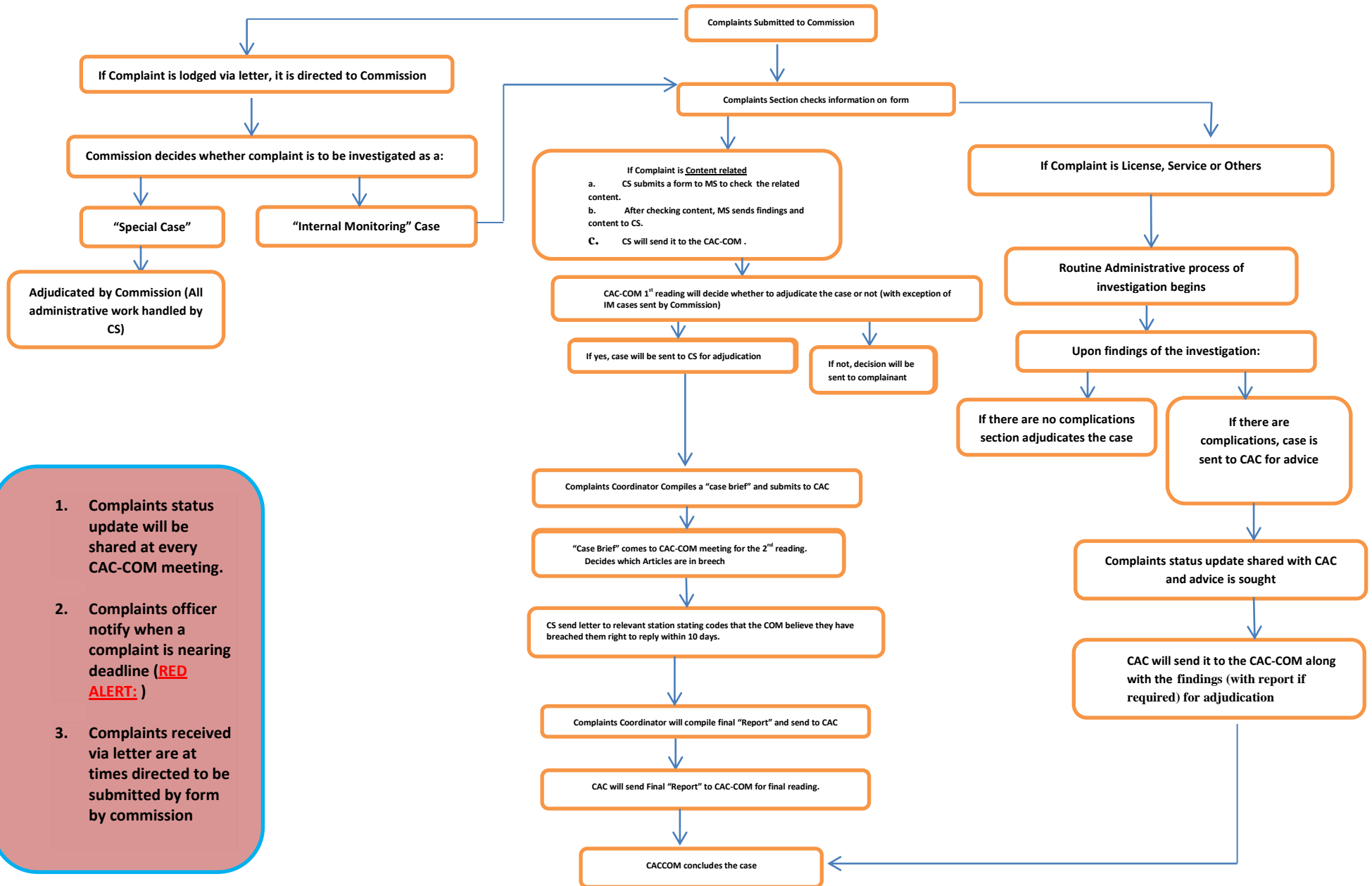


**COMPLAINTS NEW PROCESS – as revised by 13 January 2016**



1. Complaints status update will be shared at every CAC-COM meeting.
2. Complaints officer notify when a complaint is nearing deadline (**RED ALERT:** )
3. Complaints received via letter are at times directed to be submitted by form by commission