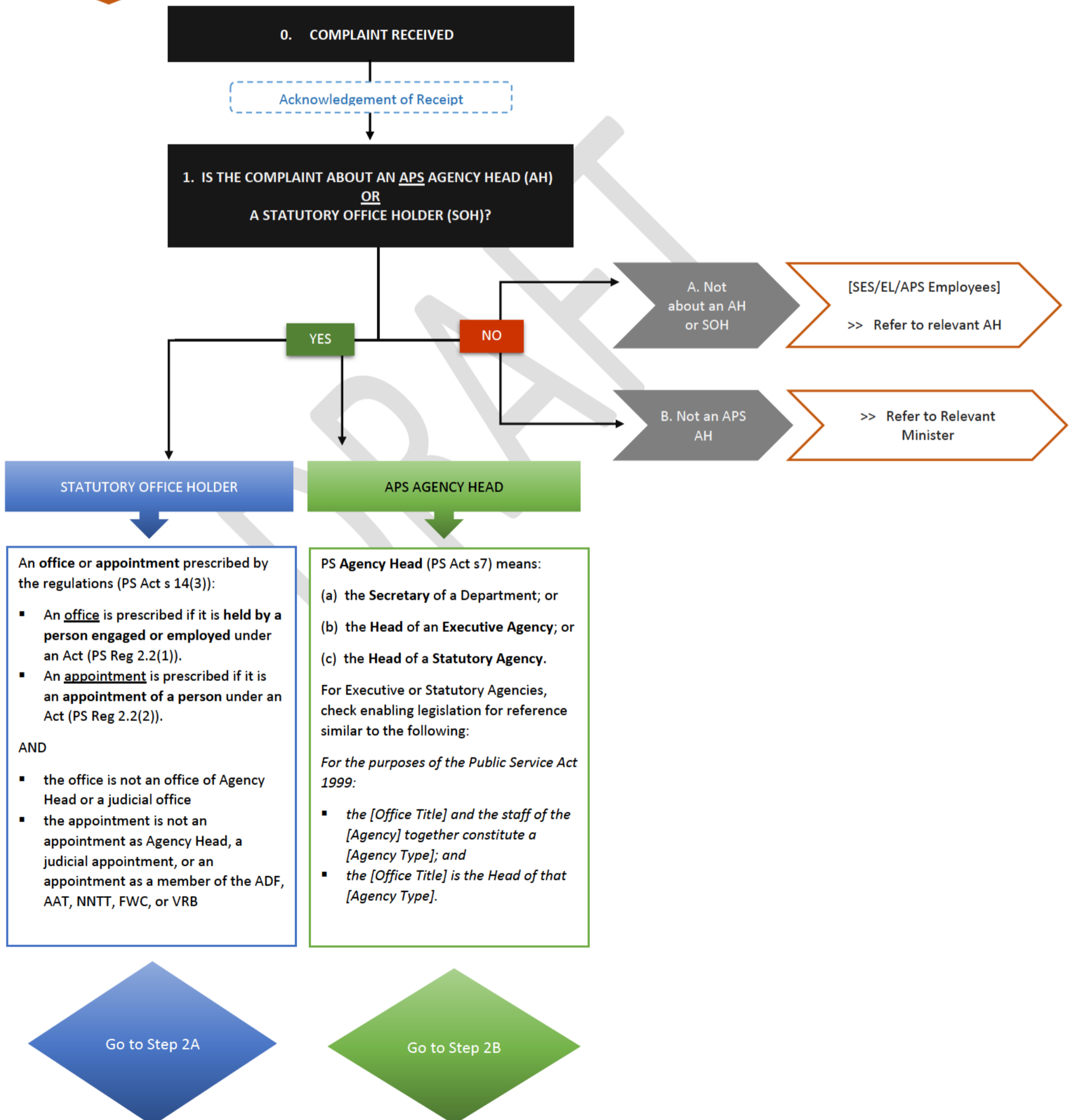


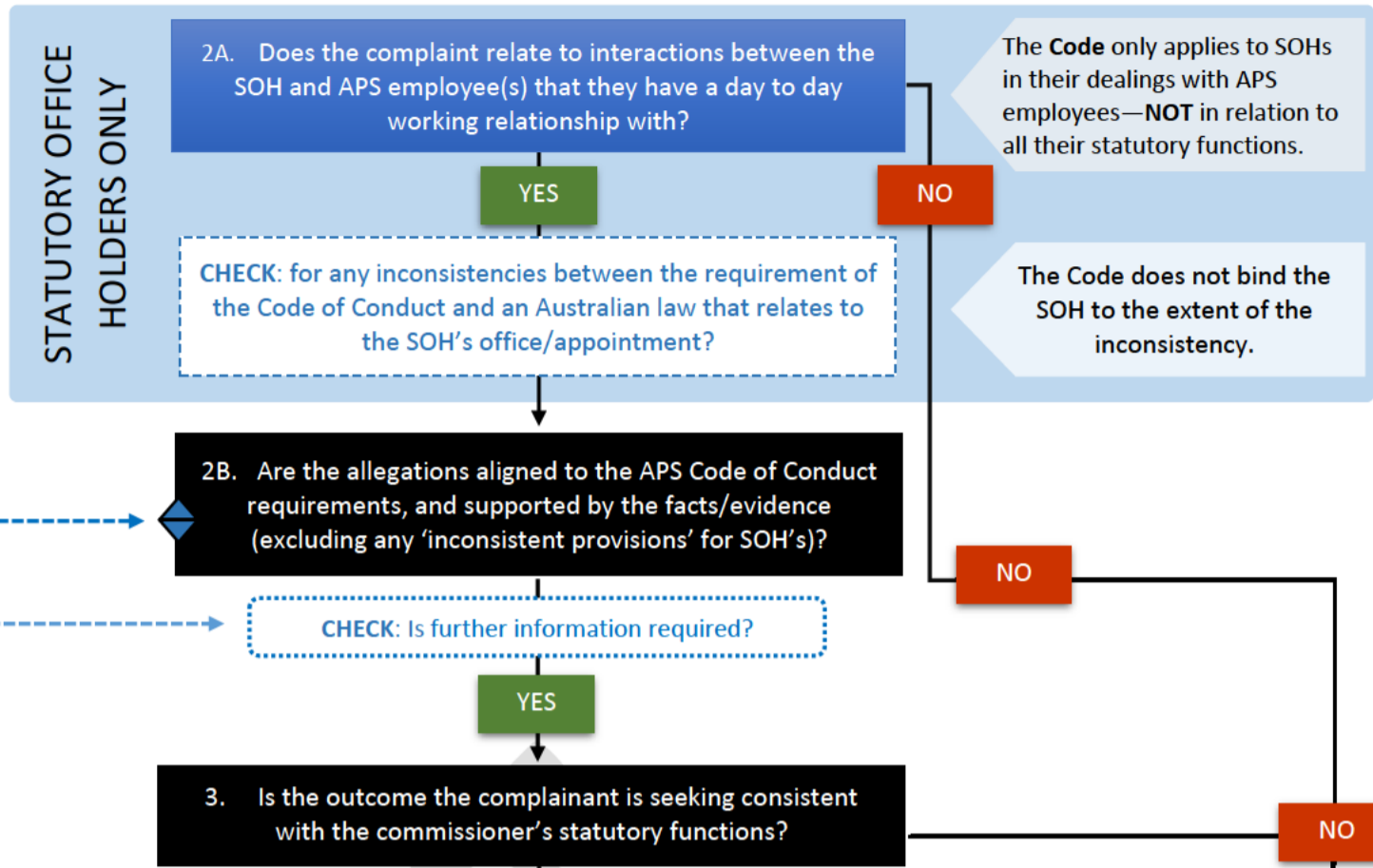
AGENCY HEAD & STATUTORY OFFICE HOLDER COMPLAINTS

PROCESS FLOWCHART

INITIAL CHECKS & HANDLING



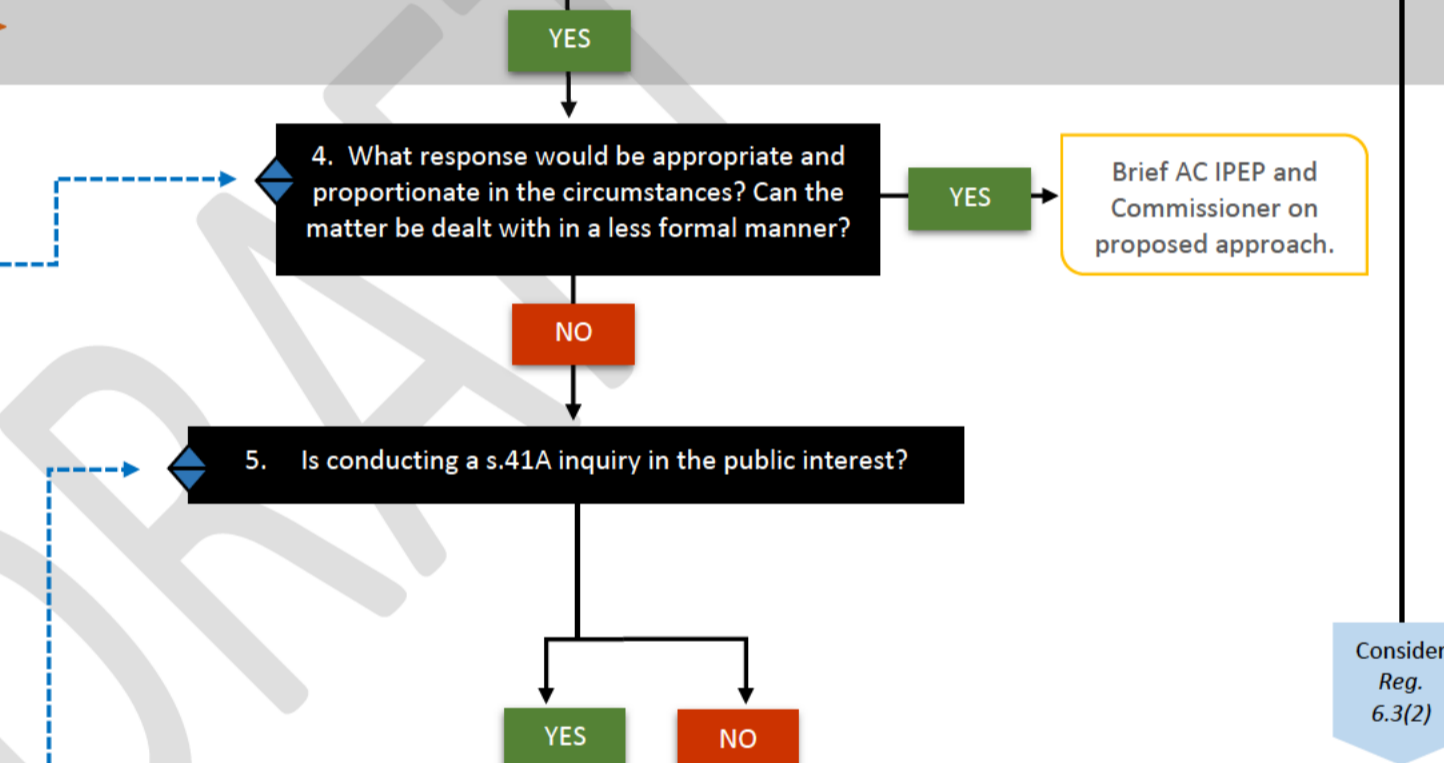
PRELIMINARY CONSIDERATIONS



Step 2B. Factors to Consider:

- (a) what the allegation is about?
- (b) do the allegation relate to behaviours covered by the APS Code of
- (c) are the claims supported by and proportionate to the facts/evidence?
- (d) if proven, would the behaviour likely constitute a breach? If so how serious would the breach likely be considered?

FURTHER CONSIDERATIONS



Step 4. Factors to Consider:

s 22

RECOMMENDATIONS AND REPORTING

Step 5. Consider Reg. 6.3(2)

- (a) vexatious, frivolous, misconceived, lacking in substance?
- (b) sufficient detail provided?
- (c) specific decisions/ actions by AH?
- (d) conduct which if proven would be a breach?
- (e) proper AH decision/policy?
- (f) is the cost justified?

