ATTACHMENT D

CONSIDER WHETHER THE MATTER CAN BE RESOLVED INFORMALLY

Background:



As such, consideration of whether a matter can be resolved informally forms a mandatory part of the process, and should be considered <u>after</u> the preceding steps in the process have been met; including whether:

- Step 2B: the allegations aligned to the APS Code of Conduct requirements, and supported by / proportionate to the facts/evidence (excluding any 'inconsistent provisions' for SOH's)?
- Step 3: the outcome the complainant is seeking proportionate and consistent with the commissioner's statutory functions / powers?
 (see full 'process flowchart' for all steps)







