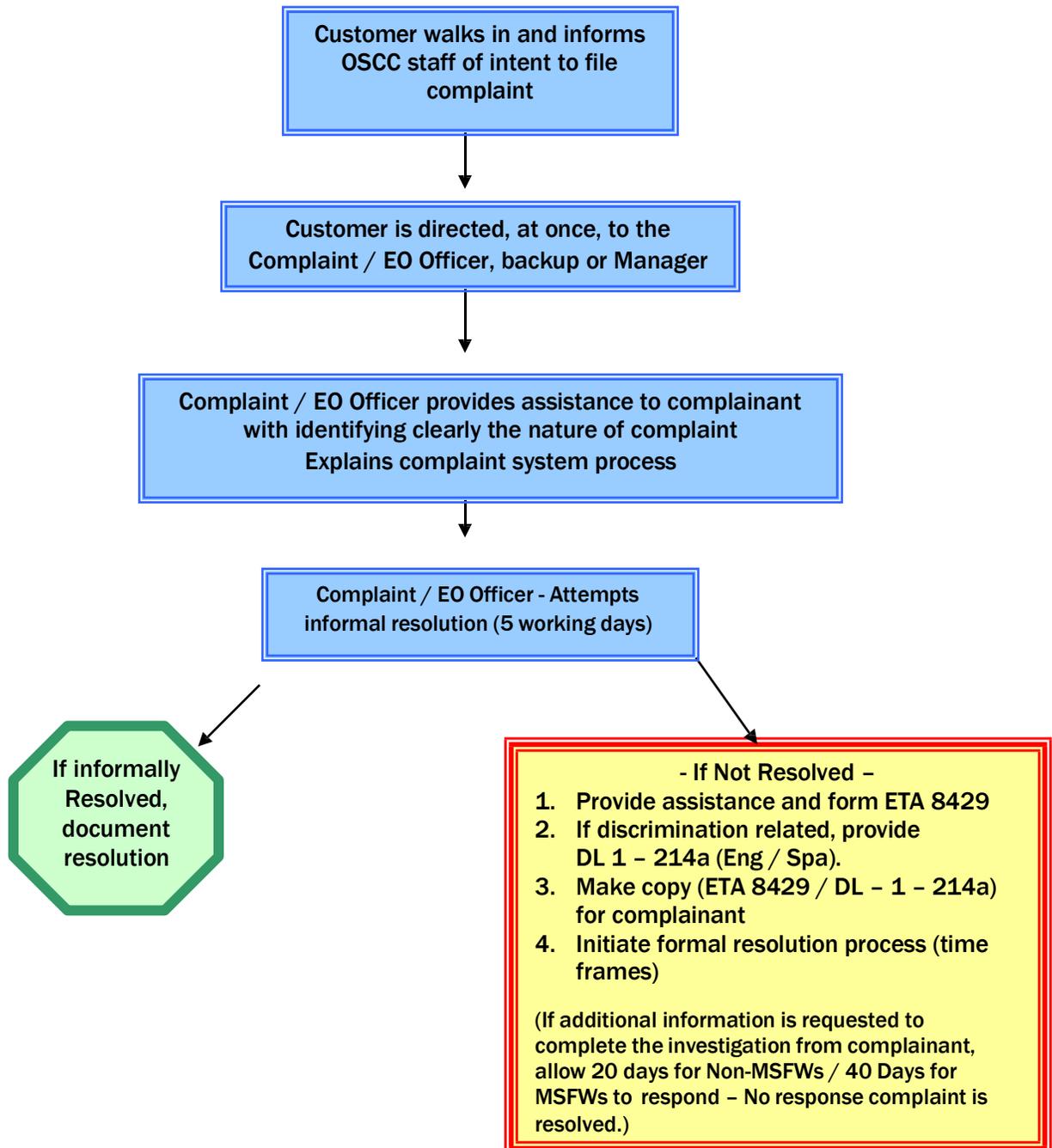


Informal Resolution Process Flowchart

Complainants are encouraged to seek informal resolution of their complaints / grievances or concerns. This informal procedure is intended to promote communication between the parties involved, either directly or through an intermediary, in order to facilitate a mutual understanding of what may be different points of view.



IMPORTANT: If the informal resolution process does not result in the resolution of the complaint to the satisfaction of the complainant, the complainant may utilize the formal complaint resolution process (including fact-finding and/or a local level hearing).

For monitoring purposes, informal resolution of complaints must be recorded in the complaint log.