

COMPLAINTS FLOWCHART

Try to resolve with the person involved



If the first step doesn't work or you want more assistance

Talk with the MPIO



After talking, you may decide:

There is no problem;

Not to take the matter forward;

To try and work out your own resolution

To seek an informal mediated resolution



If your complaint is not resolved to your satisfaction, you may:

Make a formal complain to the General Manager of LV

Approach a relevant external agency for advice



If a formal complaint is made, LV will decide whether

They are the most	It warrants a formal	To appoint a person to	To refer to the	Refer the complaint to a	To refer to the
appropriate entity to handle it	resolution procedure	investigate	mediation	disciplinary subcommittee hearing	appropriate authority



Under the decisions above, LV will provide

Investigation	Mediation	Disciplinary	Assistance to	Review of the
and a written	sessions	subcommittee	police or other	arrangements
report		hearing	authorities	



You or the respondent(s) may be entitled to appeal where:

A decision was made by LV

A decision was made at a disciplinary subcommittee hearing



The appeal will follow the process determined in the LV Constitution