What Happens When there is a Complaint

Complaint arises

- Allegation of a Violation of a Code Protected Right?
  - Yes: 5 business days
    - Send acknowledgement letter & copy of complaint *
      - * No letter necessary if ORR is complainant
  - No: 5 bus. days

Intervention

- Facts & remedy clear & easy? No statutorily required disciplinary action?
  - Yes: To act on recipient's behalf to resolve complaint ...
  - No, or...

Complainant dissatisfaction with intervention

INVESTIGATION *

- 30 calendar days
  - STATUS REPORT
  - 30 calendar days
  - STATUS REPORT
  - 30 calendar days
  - REPORT of INVESTIGATIVE FINDINGS

- 10 calendar days
  - Remedial action by RMHA or respondent

- Written closure to complainant
- Log Decision
- If substantiated, document remedial action