

RGRC Complaints Process Flowchart

Complaint submitted in writing (Form or otherwise) to Complaints email:
complaints@ropergulf.nt.gov.au

Complaint received and assessed by the Manager of Corporate Information against policy provisions.
N.B. all complaints pertaining to employees are corporate in nature and will be forwarded to General Manager of Corporate Services and Sustainability

Complaint meets policy requirements
(Please refer to *COR005 Corporate Processes Policy*)

NO

YES

Complaint is formally rejected.
Complainant is informed of reasons why.

Complaint is formally registered and assigned to relevant General Manager for investigation and follow up.
Complainant Informed

Investigation is conducted

Final decision is up to the General Manager

Outcome is formally acknowledged.
(Complainant is informed at this stage of the outcome)

Appeals process (If the complainant is not happy with the outcome)
Return to step 2 - *Complaint received and assessed by the Manager of Corporate Information*