PROCESS CHART - Misclassification

Receive complaint



(refer to GN8)

Send copy of compl form pg 3.7 along with template intro email or letter, requesting standard documents.

Update summary description field on Nexus

* Initial contact with complainant, manage expectations, advise process, (refer to GN8) request documentary evidence, schedule time for ROC. (Record Activity in Nexus)

* Update summary description field on

Nexus

* Contact Company and discuss details of complaint and seek documents.

*Follow up with email requesting documents. (Record Activity in Nexus) (note in some cases we will proceed straight to NTP - potential litigation matters)

*If not received in 7 days, issue NTP. (submit DR to issue NTP)

*Update summary description of Nexus with due date of NTP *Conduct ROC
with complainant
(Record activity in
Nexus and
summary of
interview) and
upload audio in
Nexus

*consult with AD for the most appropriate enforcement action, if any.

(record in Nexus)

* complete DR in Nexus for approval

* Conduct ROI with Company and other witnesses

*Record activity in Nexus and summary of interview) and upload audio in Nexus

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*Update summary description

* Offer ROI to Company and other witnesses (upload ROI letter on Nexus)

* update summary description field with due date * Await & assess documentation from Company (all evidence received to be labelled and place on TRIM File, originals receipted)