STEERING GROUP
Assess nature of complaint to determine way forward. 
Assign 3 SG members to the Investigation team.

INVESTIGATION TEAM
Compile and review evidence

INVESTIGATION TEAM
Report findings to the SG for consideration and final decision

INVESTIGATION TEAM
Compile and review new/existing evidence

BESA LEGAL
Where complaints received are directly about BESA or a member of its staff BESA Legal reserves the right to deal with this through BESA's own internal complaints procedure.

BESA LEGAL
Advice and Guidance

BESA LEGAL
Advice and Guidance

HIU TECHNICAL COMMITTEE
Advice and Guidance
This could involve a reexamination of the original Test Report or a call for a retest of an HIU

COMPLAINANT
Requests an appeal into the collective response

BESA
Conclude complaint

STEERING GROUP
Collective response agreed by BESA and the SG to complainant

BESA
Acknowledge receipt of complaint.
Notify the SG
Notify BESA Legal
If applicable, inform third party of the complaint against them and ask for an initial response which may resolve the matter.

BESA
Complaint logged on the HIU Central Complaints register (Located in the SG Teams Group with access to all SG members).