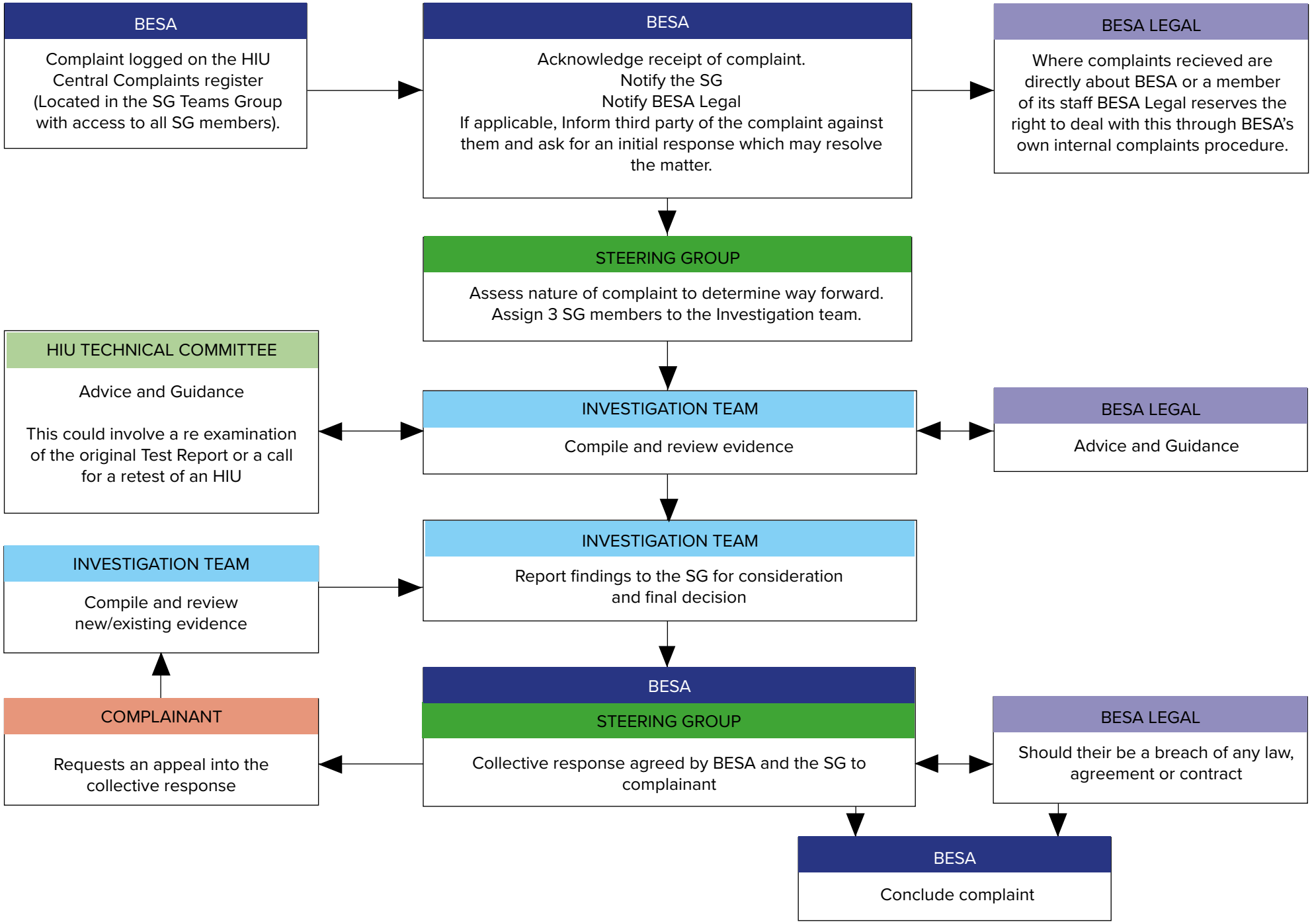
BESA
Complaint logged on the HIU Central Complaints register (Located in the SG Teams Group with access to all SG members).
BESA
Acknowledge receipt of complaint.
Notify the SG
Notify BESA Legal
If applicable, Inform third party of the complaint against them and ask for an initial response which may resolve the matter.
BESA LEGAL
Where complaints recieved 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.
STEERING GROUP
Assess nature of complaint to determine way forward.
Assign 3 SG members to the Investigation team.
HIU TECHNICAL COMMITTEE
Advice and Guidance
This could involve a re examination of the original Test Report or a call for a retest of an HIU
INVESTIGATION TEAM
Compile and review evidence
BESA LEGAL
Advice and Guidance
INVESTIGATION TEAM
Compile and review new/existing evidence
INVESTIGATION TEAM
Report findings to the SG for consideration and final decision
COMPLAINANT
Requests an appeal into the collective response
BESA
STEERING GROUP
Collective response agreed by BESA and the SG to complainant
BESA LEGAL
Should their be a breach of any law, agreement or contract
BESA
Conclude complaint