

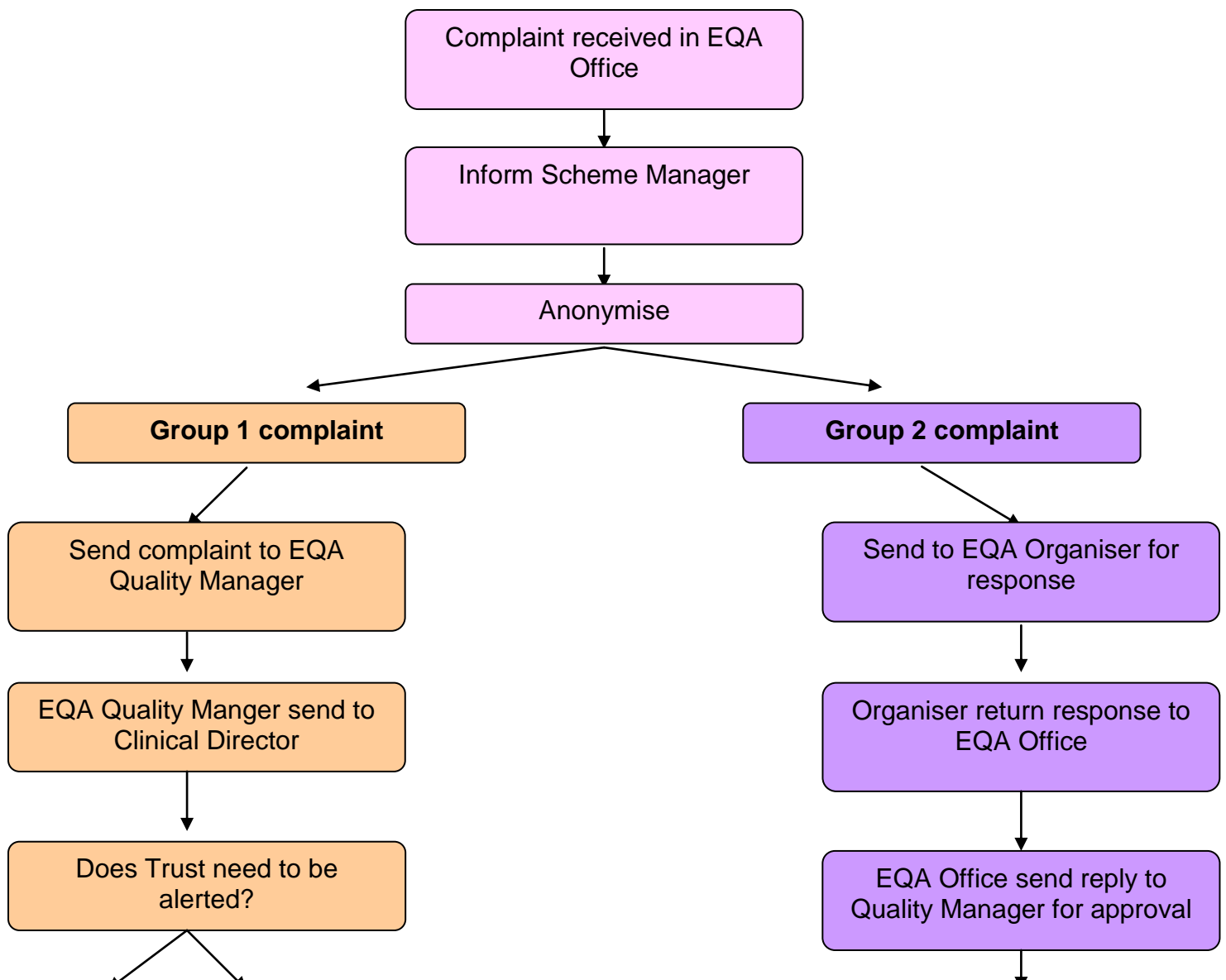


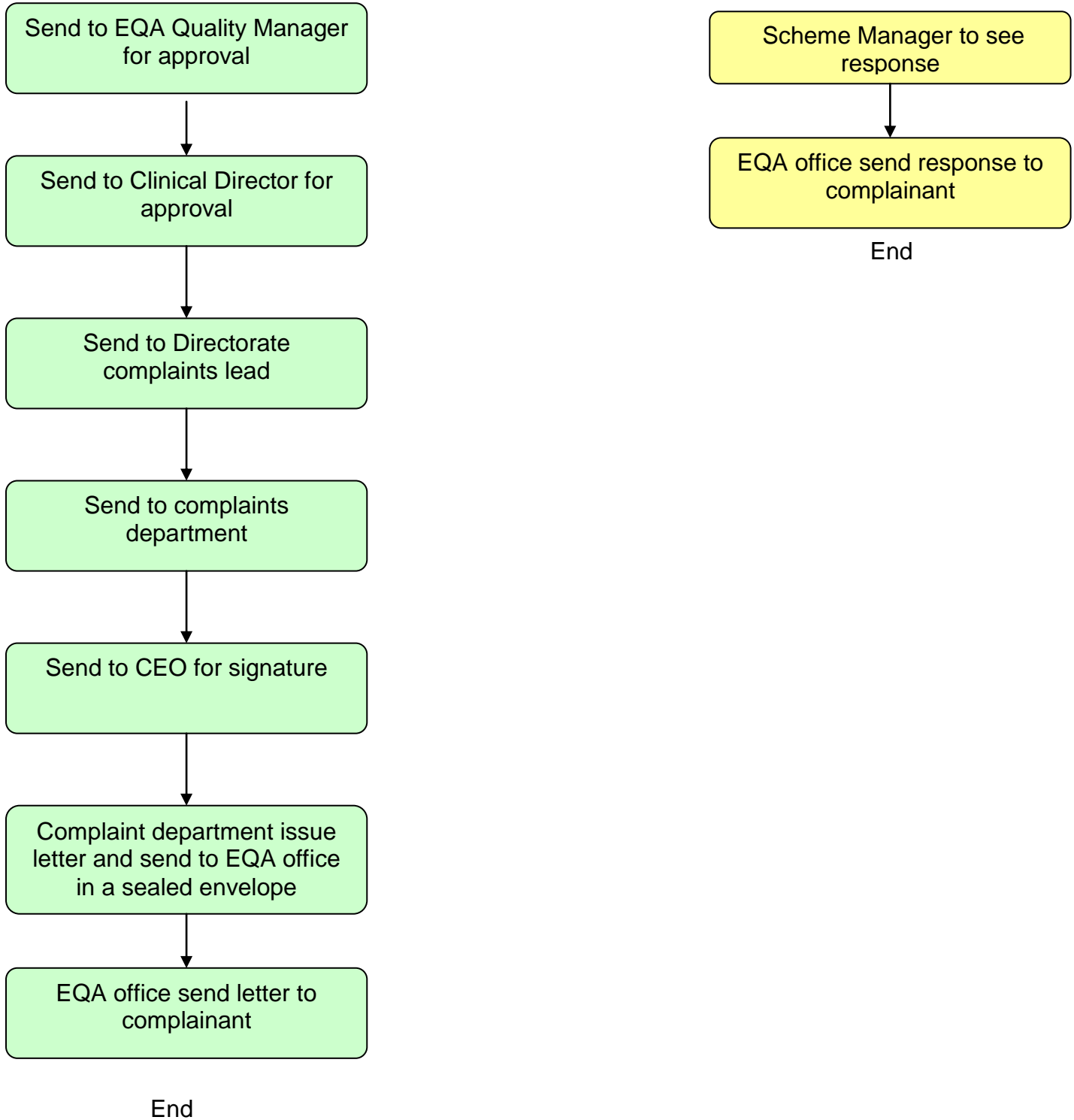
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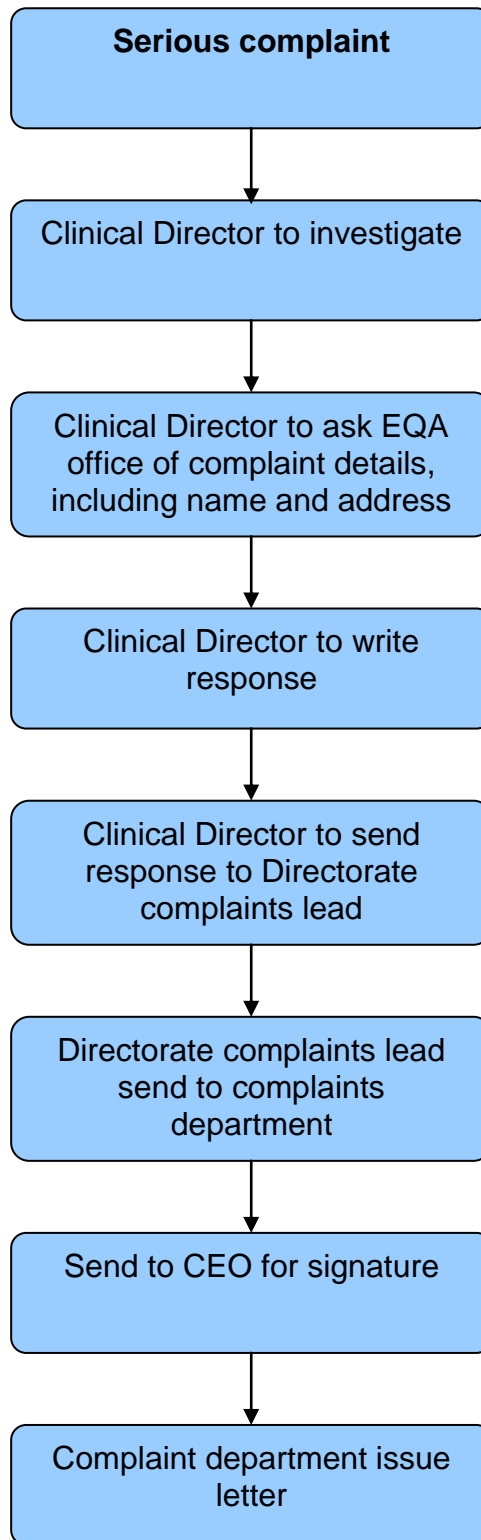
Complaint Flowchart

If a complaint is received in the EQA office, please pick a group number from the complaint categories tabled below and then follow the flowchart.

Group 1	Group 2
Management of scheme	Cases circulated ie quality, selection, case mix
Scheme staff	Communication
Financial	General comments
Confidentiality	Round circulation times
	Results queries







End