

**SAWCC SERVICE USER FEEDBACK & COMPLAINTS FLOWCHART (2014-03-02)**

**Have a feedback or complaint?**

**Anonymous Feedback**

**Direct Feedback**

**Process for  
Legal  
Matters**

**Mediation**

**Resolution**

**No Resolution**

**Formal Complaint**

**Resolution**

**No Resolution**

**External Complaints Process**

**Review of Original Decision**

