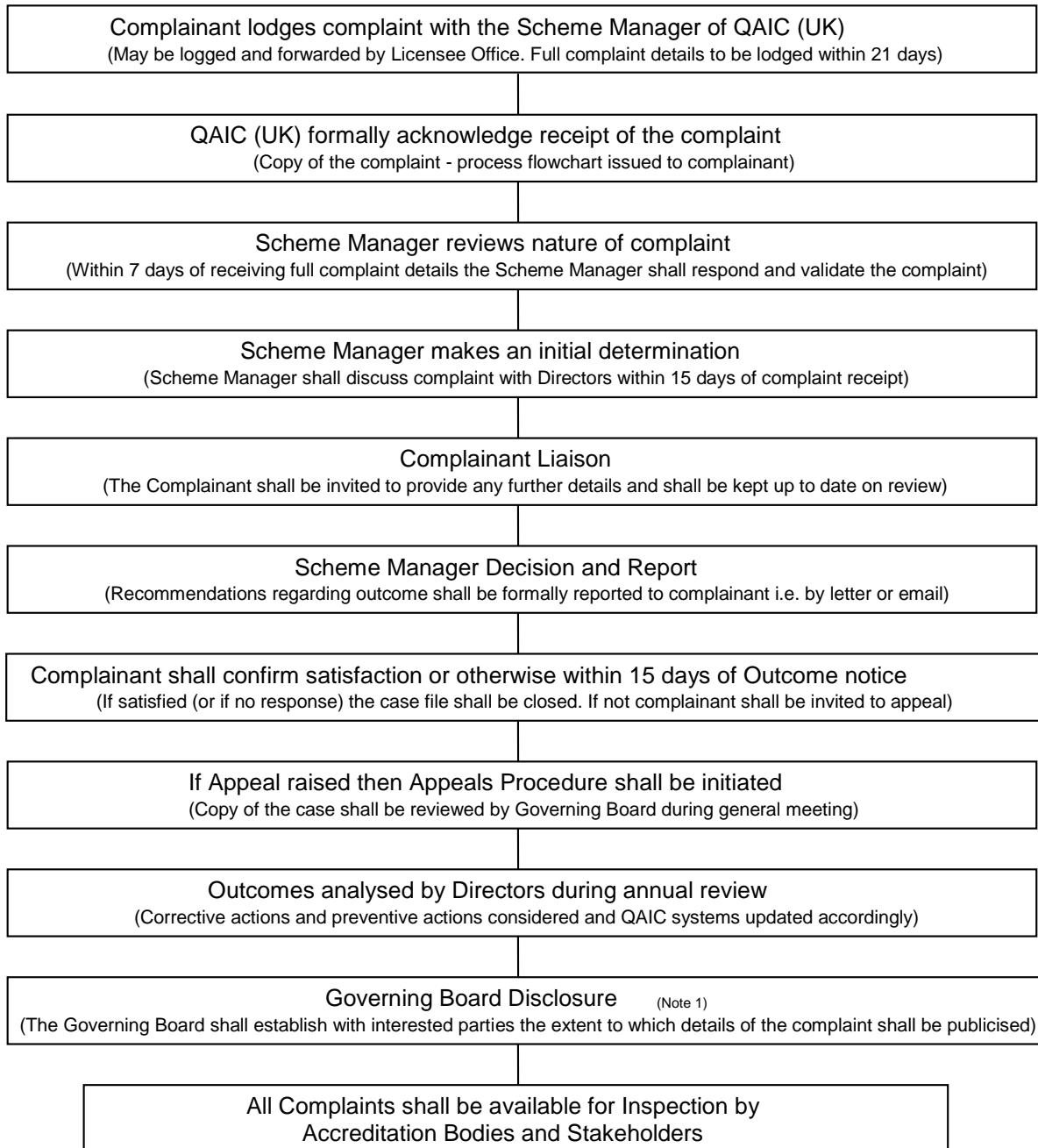


## Process Flowchart QAIC/FLO/007 – Complaints and Disputes



*N.B. The term 'complaint shall also be deemed to include 'dispute'. In instances where initial resolution of the issue is possible by the Scheme Manager/Directors then the initiation of an appeals panel shall not be necessary under Scheme Procedures.*

*Note 1: The client company shall be informed in instances where any related information is released with respect to a complaint or dispute. Information which is restricted at the client's request (i.e. such as maybe relevant to client security for example) will not be released without prior written consent of the client company.*