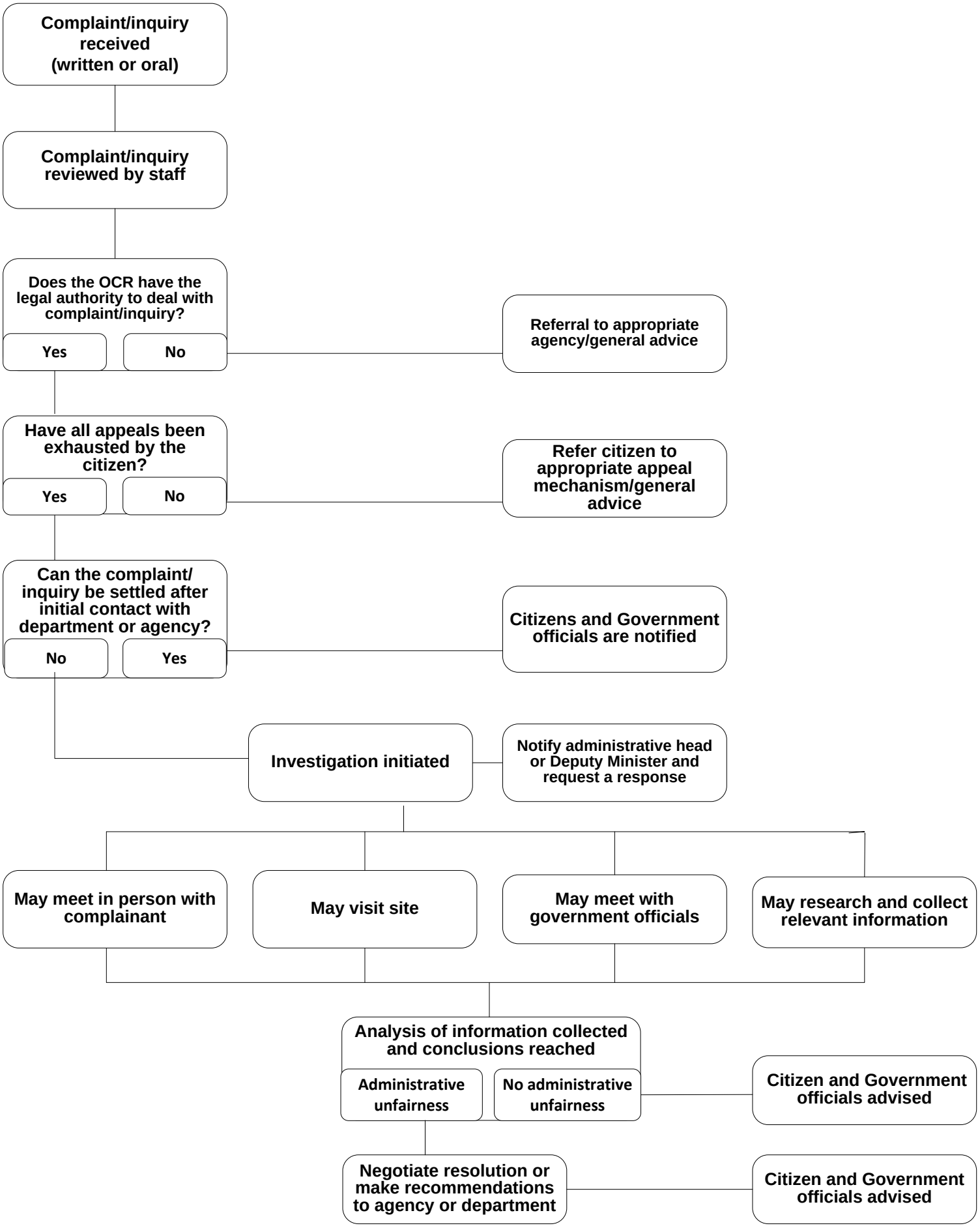
Complaint/inquiry received (written or oral)
Complaint/inquiry reviewed by staff
Does the OCR have the legal authority to deal with complaint/inquiry?
Yes
No
Referral to appropriate agency/general advice
Have all appeals been exhausted by the citizen?
Yes
No
Refer citizen to appropriate appeal mechanism/general advice
Can the complaint/ inquiry be settled after initial contact with department or agency?
No
Yes
Citizens and Government officials are notified
Investigation initiated
Notify administrative head or Deputy Minister and request a response
May meet in person with complainant
May visit site
May meet with government officials
May research and collect relevant information
Analysis of information collected and conclusions reached
Administrative unfairness
No administrative unfairness
Citizen and Government officials advised
Negotiate resolution or make recommendations to agency or department
Citizen and Government officials advised