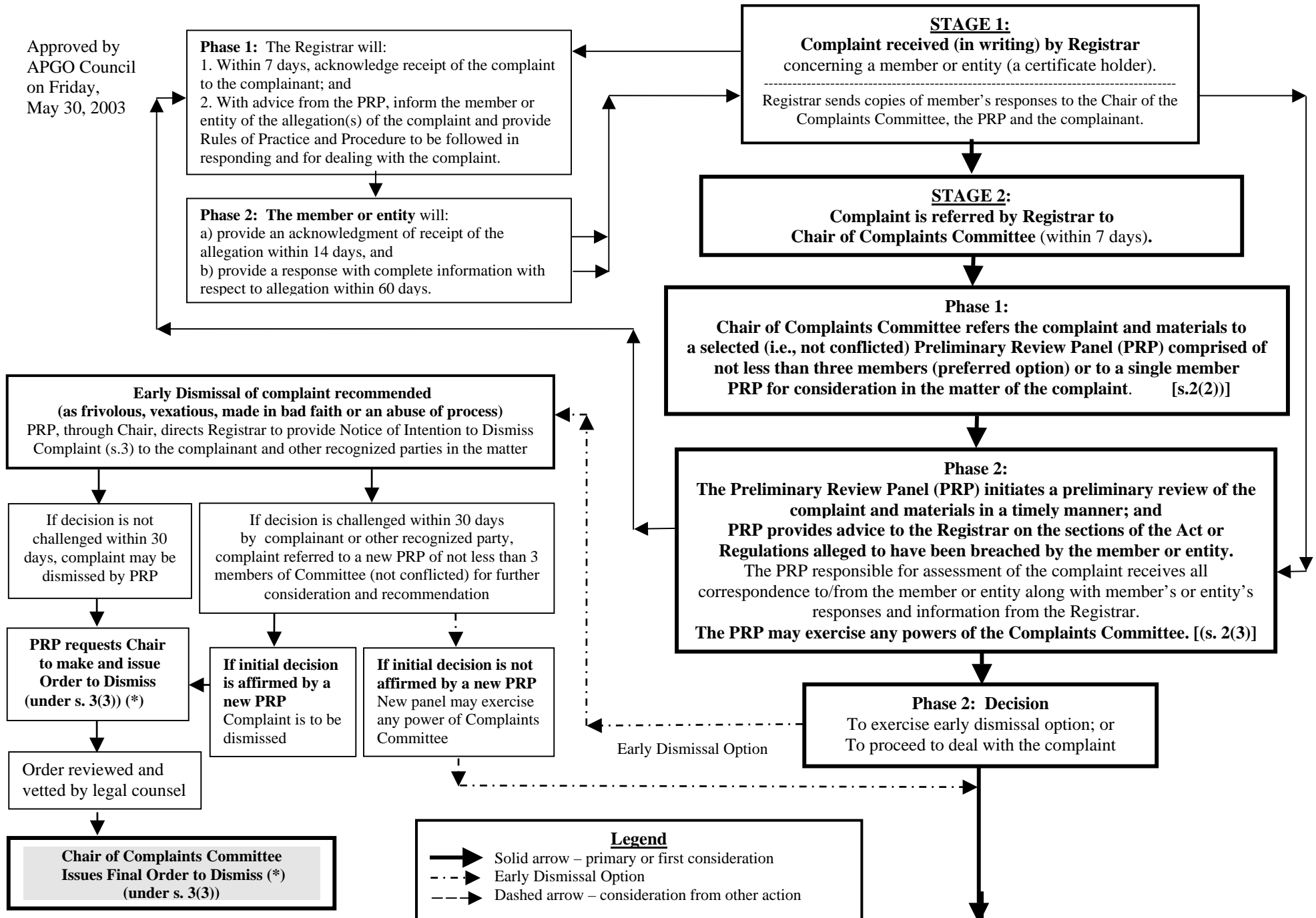
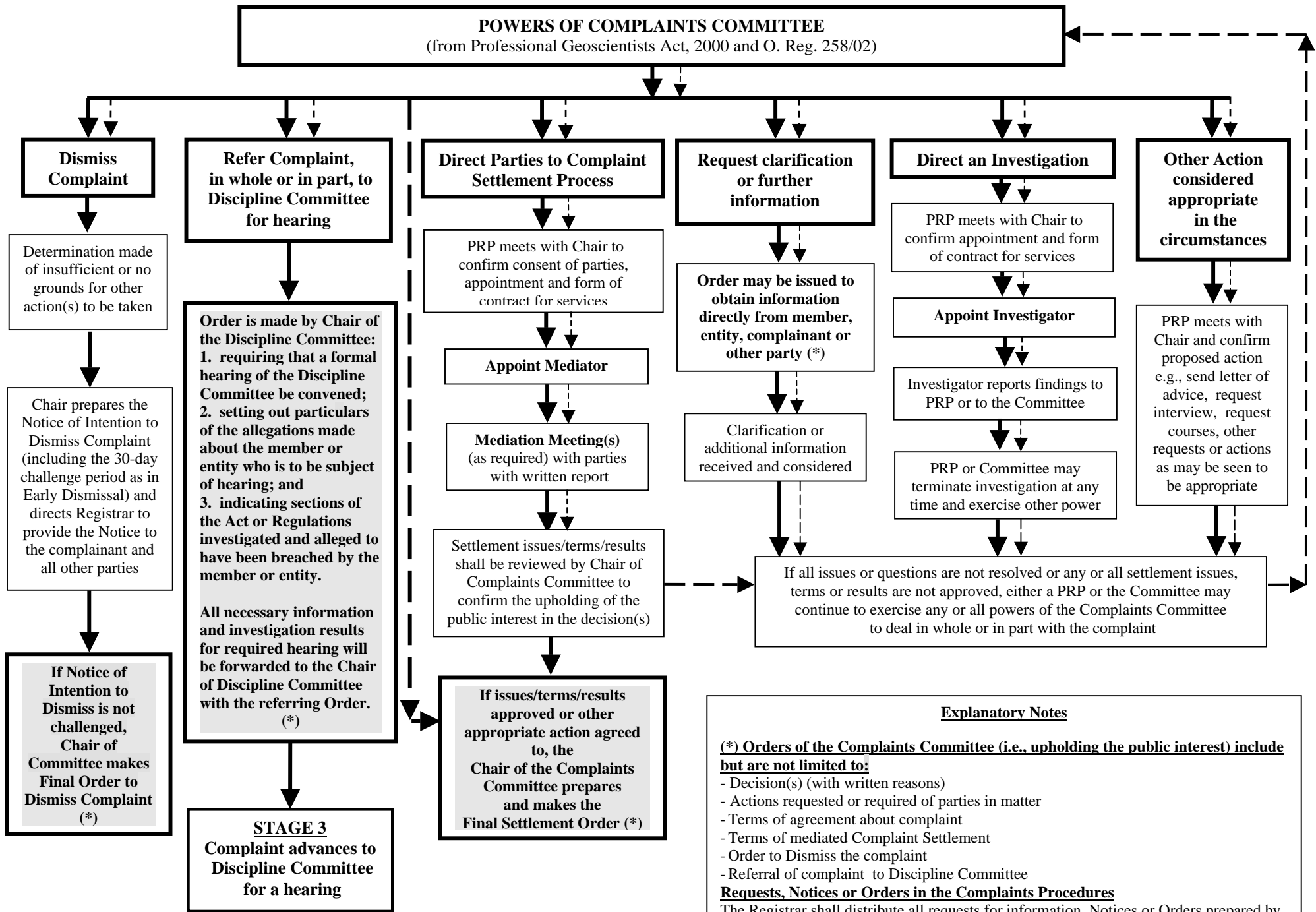


COMPLAINTS PROCESS SCHEMATIC





Explanatory Notes

(*) Orders of the Complaints Committee (i.e., upholding the public interest) include but are not limited to:

- Decision(s) (with written reasons)
- Actions requested or required of parties in matter
- Terms of agreement about complaint
- Terms of mediated Complaint Settlement
- Order to Dismiss the complaint
- Referral of complaint to Discipline Committee

Requests, Notices or Orders in the Complaints Procedures

The Registrar shall distribute all requests for information, Notices or Orders prepared by the PRP and/or the Chair of the Committee to all recognized parties in the proceeding.