

RDA SA

**Grievance /Complaints
Procedure
Flow Chart**



To be used in conjunction with the RDA SA Grievance/ Complaints Policy and
Grievance/ Complaints Register

The attached flowchart explains the process of handling a complaint in a pictorial presentation.

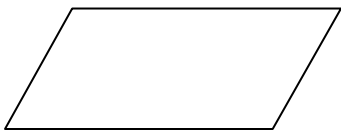
Flow charts have a protocol which centre management may not be familiar with; so here is a brief explanation of the symbols used in this flow chart along with their meaning.

This flow chart should be used in conjunction with:

Grievance Policy

Complaints Registration Form

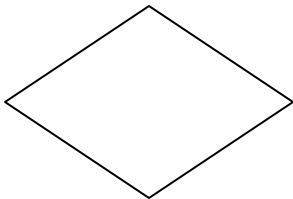
Flow charts explained:



This indicates 'data received or to be acted upon' or the starting point of the process



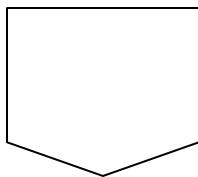
This indicates a process, or 'what needs to be done'



This indicates a decision needs to be made; this will be followed by a yes/no arrows



This indicates a termination of the process/ completion



This indicates the flow chart breaks at this point and rejoins on a different page; look for the same symbol for rejoining.

RDA SA Flow chart for the Complaints Procedure (including grievances and disputes).

