



- 1** A CoCCA Complaints Officer (CCO) reviews complaint for compliance. If complaint does not deal with an issue covered by the AUP, is unsigned or otherwise incorrectly filed it is returned to Complainant, no action taken.
- 2** If requested, A Critical Issue Suspension (CIS) or URS may be triggered by the CCO.
- 3** Notice sent to involved parties that Complaint Resolution Service Proceedings have commenced.
- 4** If registrant responds to the notification of complaint, it is referred by the CCO to an Ombudsman for Amicable Complaint Resolution (ACR) between involved parties.
- 5** If parties do not achieve acceptable resolution through ACR, the appointment of an Expert may be requested.

