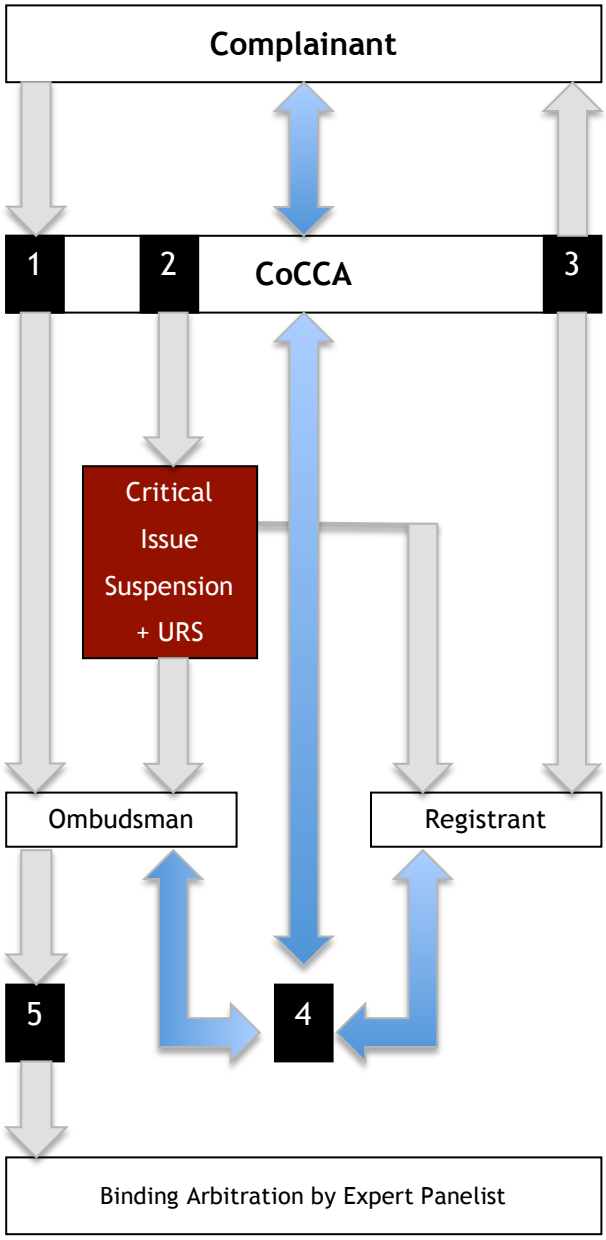

1

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.