



Customer contacts EWOQ

Is the complaint in EWOQ's jurisdiction?

No

Complaint referred to appropriate jurisdiction for action

Yes

Has the customer contacted their supplier to resolve the issue?

No

Customer is referred back to their supplier

Yes

Customer is offered Referral to Higher Level (RHL) or investigation

**RHL**

Complaint is forwarded to supplier

**Investigation**

Complaint resolved through negotiation or conciliation

No

Yes

Does the customer want the complaint referred to the Ombudsman?

Yes

Is the complaint frivolous, vexatious or unjustified?

No

Complaint is referred to the Ombudsman for final order

Yes

Customer is provided with a statement about the decision made

No

Complaint closed