



Timeline for processing complaints

Article 12.6 Procedure

How long will it take to deal with my complaint?

There are several key stages in the complaints procedure and the following timeframes will give you an indication as to these stages and how long each stage may take.

If your complaint is taken through the procedure, we would aim to culthrougare

| Stage | Action | Timeframe for each stage |
|------------------------------|---|--------------------------|
| Notification of IAC decision | The IAC may decide to: Ask for further information Dismiss the complaint Allocate the complaint to a professional conduct hearing Invite a consensual | |