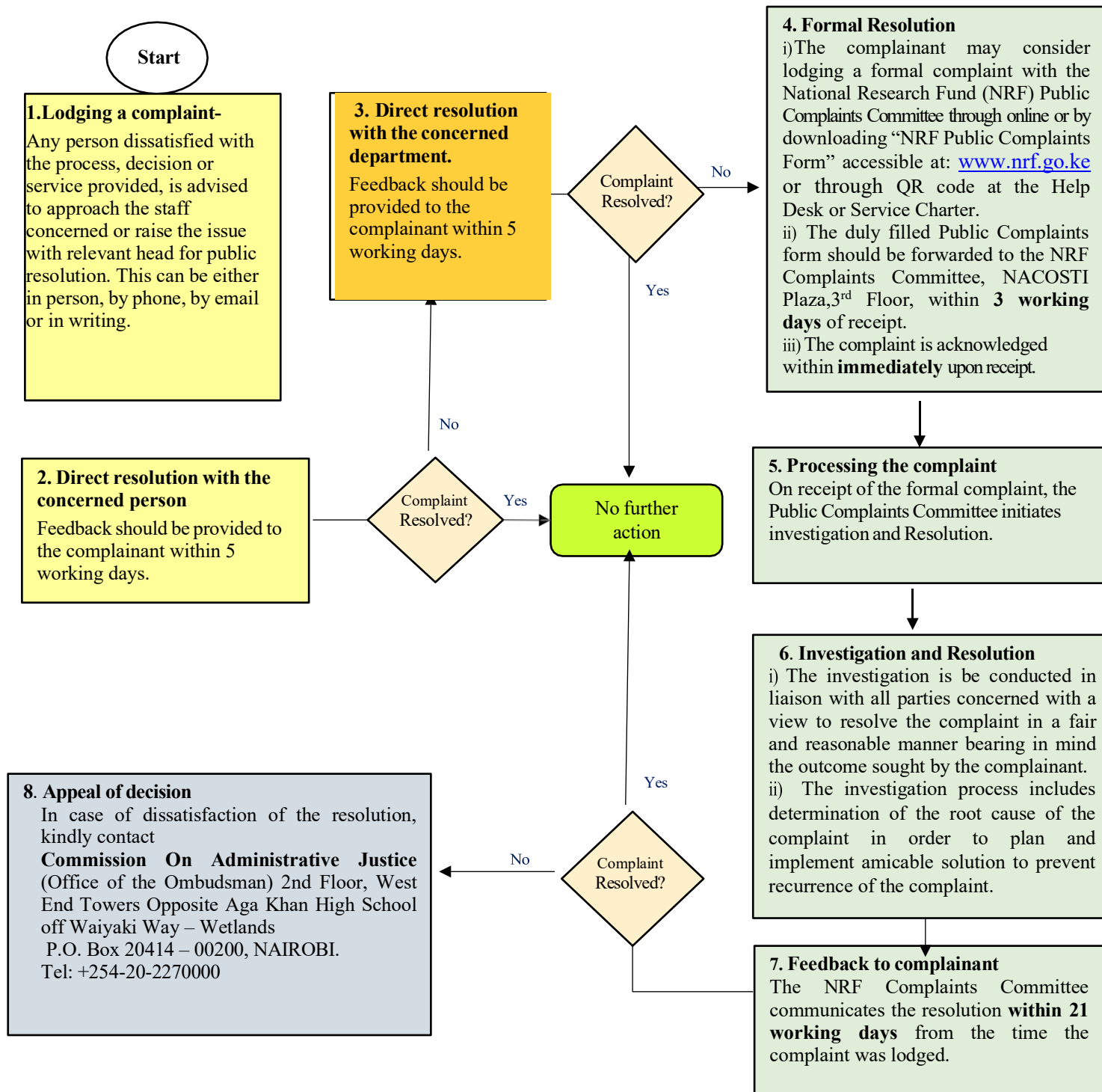


PROCEDURE FOR HANDLING PUBLIC COMPLAINTS



Notes:

Step 2 & 3 constitutes direct resolution with the concerned department or person. This is the first opportunity for a service to resolve a customer's dissatisfaction, and the majority of complaints will be resolved at this level

Steps 4 – 7 constitutes formal resolution. This is where the complainant lodges a formal complaint at the NRF Public Complaints Committee if not satisfied with the direct resolution.

Step 8-Addresses the mechanism for redress in case of dissatisfaction with internal resolution.