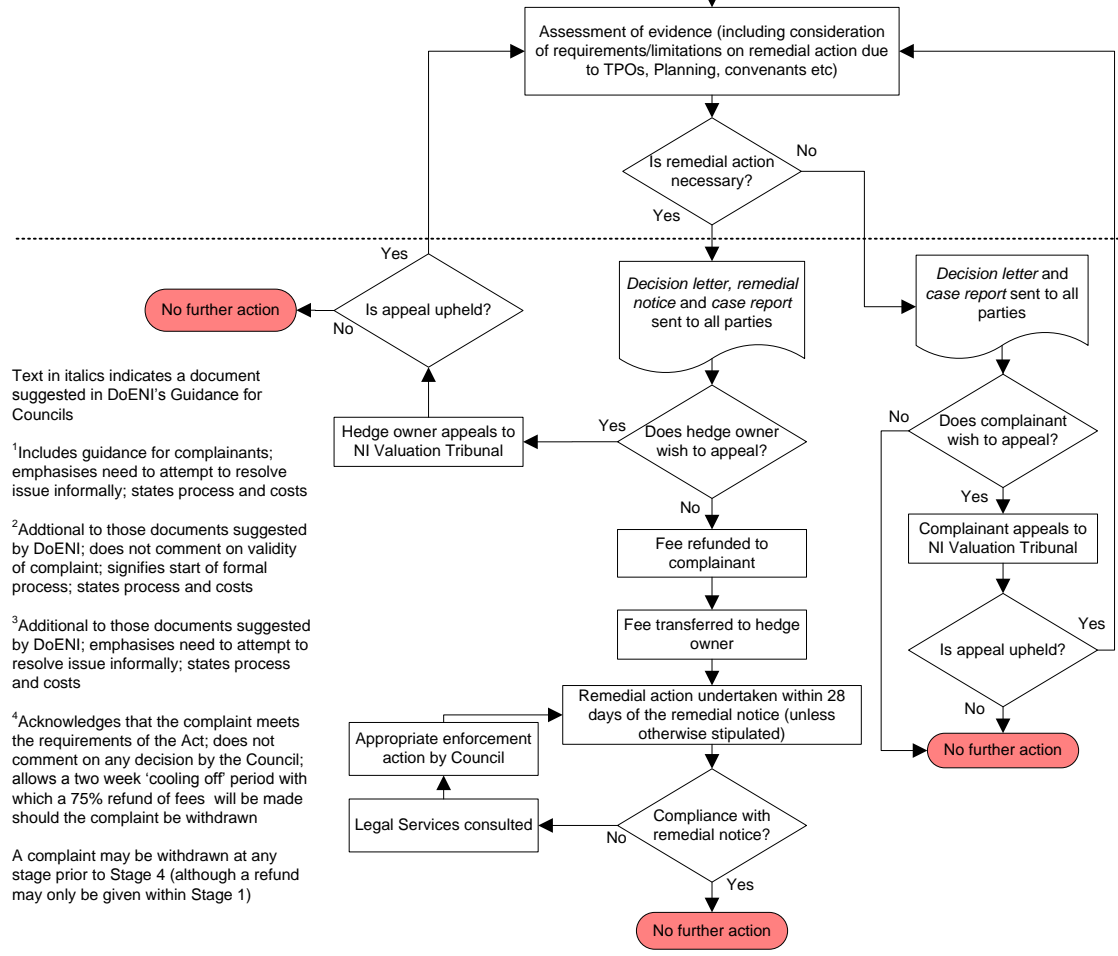


**Stage 1 – Establishing a Complaint**  
 (A 75% refund of fees may be made should a complaint be withdrawn within this stage)

**Stage 2 – Investigation**

**Stage 3 – Determining Action**

**Stage 4 – Implementation**



Text in italics indicates a document suggested in DoENI's Guidance for Councils

<sup>1</sup>Includes guidance for complainants; emphasises need to attempt to resolve issue informally; states process and costs

<sup>2</sup>Additional to those documents suggested by DoENI; does not comment on validity of complaint; signifies start of formal process; states process and costs

<sup>3</sup>Additional to those documents suggested by DoENI; emphasises need to attempt to resolve issue informally; states process and costs

<sup>4</sup>Acknowledges that the complaint meets the requirements of the Act; does not comment on any decision by the Council; allows a two week 'cooling off' period with which a 75% refund of fees will be made should the complaint be withdrawn

A complaint may be withdrawn at any stage prior to Stage 4 (although a refund may only be given within Stage 1)

