1. After receipt of a complaint, it is given a registration number.

2. Within one working day of receipt of the complaint the manager of the complaints office will designate a person to handle the complaint.

3. The person handling the complaint will make an attempt at mediation with the parties concerned.

4. The substance of the complaint will be assessed within 6 weeks and this assessment will be sent by email, together with a possible solution, to the person who made the complaint.

5. The person handling the complaint will send a copy of the assessment of the substance of the complaint to the manager of the Central Complaints Office.