

Self-Regulation

Written complaint

Reference section of Code infringed

Proof or evidence

Supporting material

Complainant:
Lodges written complaint to compliance person

5
ordinary
days

Respondent:
Replies

If resolved: case closed
SAMED: notify EO

Notify MCA

Respondent:
No reply or not resolved

Face to face meeting of compliance(s) person

Complaint process

Proxy
Deviation

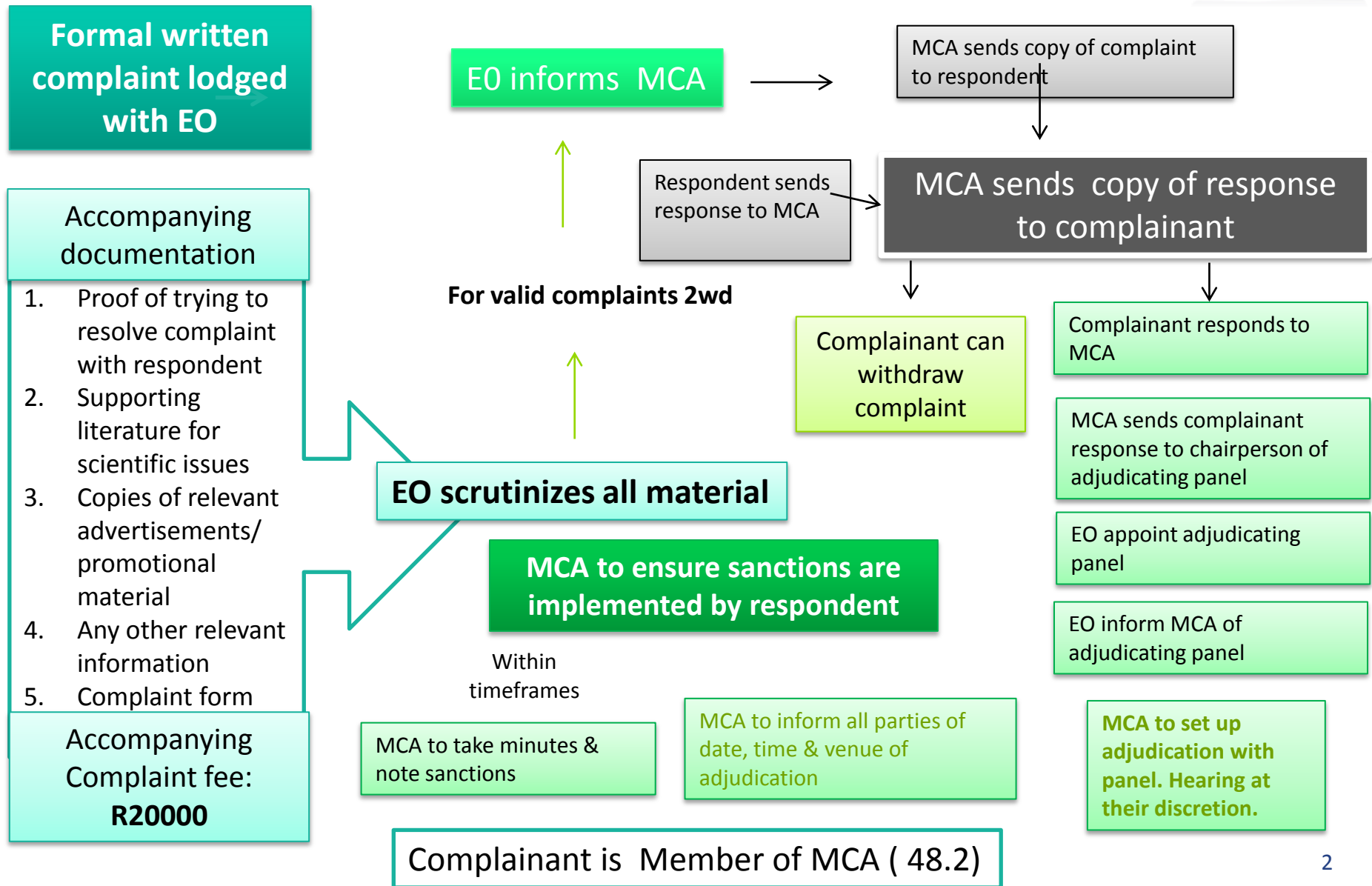
Not resolve: written complaint to respondent CEO

5-10 working days

Face to face meeting CEO-CEO₁

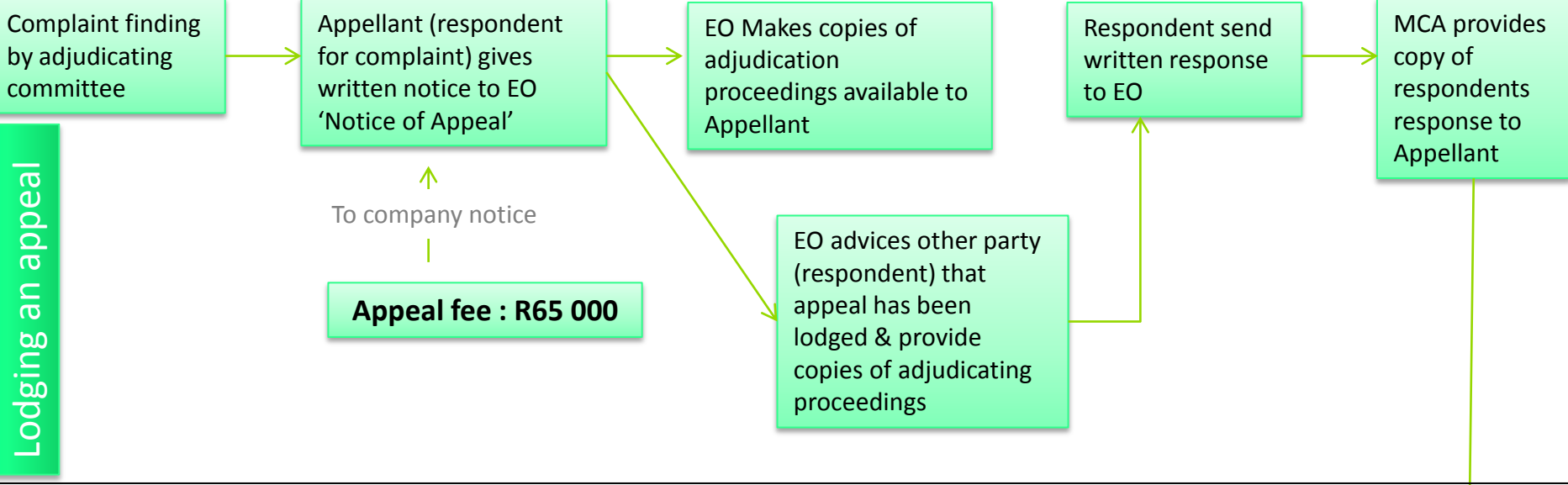


External process: Lodging complaint with MCA



Appeals Process

Lodging an appeal



Appeal Hearings

