Complaint Management System Flowchart

Registration of Complaint

Review of Complaint

Decision of Maintainability

Verify if the complaint is valid under Section 7 of IHRA Complaint Regulations, 2020

**No**

**Yes**

Admission of Complaint

Reject

Notice to:

1. Respondent for explanation
2. Complainant in case of deficiency

Representation by Complaint against Rejection

Proceeding

* IHRA Tribunal
* Hearing of Complainant and Respondent
* Legal Council

Inspection of the respondent

Expert Opinion

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Appeal to CEO against the decision

Decision by the Competent

 Authority

Investigation

* Submission of report to Competent Authority