Case Closed

GRTA staff reports the findings and resolution to the individual who reported the complaint and closes the case. Either by phone or email.

Day 5

Day 4

A complaint control number is assigned and identified if it goes to the provider or stays in-house.

Day 1

Day 2

Day 3

**\*\*Special cases:** Complaints can be heard via a scheduled meeting (By Appointment) and resolved in the meeting and/ or after investigation and findings have occurred.

Investigation

Management receives complaint

Provider makes corrective actions to ensure incident does not occur again.

Provider submits a report and/ or a statement to GRTA explaining the findings around the complaint.

Provider investigates

Provider receives complaint

GRTA staff is able to resolve complaint. If not, complaint goes to senior management

GRTA receives a phone call, email, or an individual comes into the office and a GRTA staff takes the complaint.