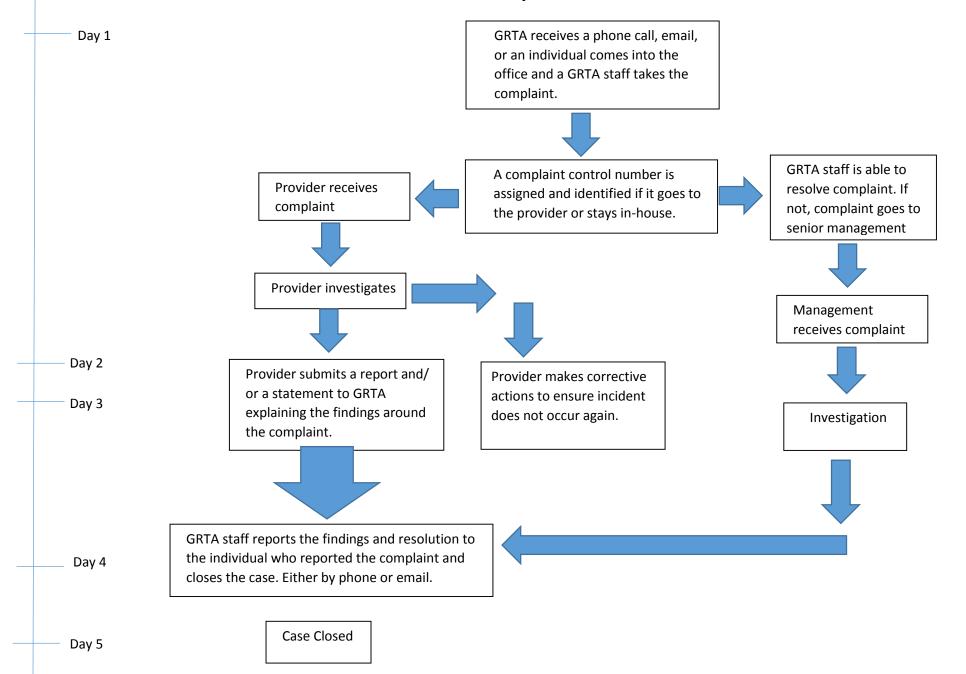
## **Current GRTA Complaint SOP Flow-Chart & Timetable**



\*\*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.