

Yes

No

that no Improper

Where it is established

Conduct has occurred,

issued to both parties.

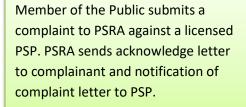
informed of their right to appeal the decision

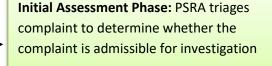
to PSAB within 30 days.

the decision letter is

The complainant is

PSRA Complaint Process Map:





Inspection Phase: An Inspector is appointed to carry out an investigation where they are required to gather information from all parties, to assist them in reaching a determination on whether Improper Conduct has occurred. Once complete, a **Draft Investigation Report** is prepared and sent to both parties providing them with 30 days to submit observations to the Inspector

Subject to the observations received on the Draft Report, the Inspector completes the **Final Investigation Report** and sends it to the Board of PSRA for their consideration on whether improper conduct is found.

Yes

Where it is established that Improper Conduct has occurred, decision letters are issued to all parties. The PSRA considers the investigation report to impose an appropriate sanction.

Major Sanction Minor Sanction

If a major Sanction is imposed, the sanction must be confirmed by the High Court. The licensee may appeal this decision directly to the High Court within 30 days. If a minor Sanction is imposed, both parties are informed of their right to appeal the decision to PSAB within 30 days. **Decline:** Decline letters are issued to Complainant and PSP. The complainant is informed of their right to appeal the decision to PSAB within 30 days.

No

If no such appeal is received within this timeframe, the complaint is deemed concluded.

Ť