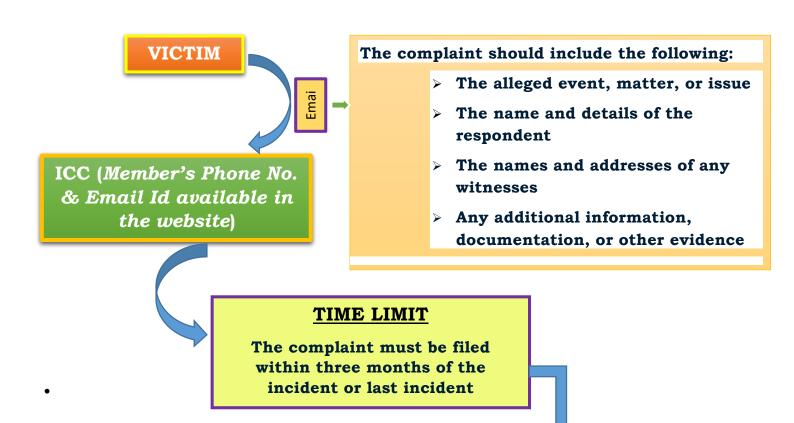
SOP for Raising Complaint through online:



INQUIRY PROCESS

- Send a copy of the complaint to the respondent within seven working days
- ❖ Receive the respondent's response within 10 working days
- Begin the inquiry and complete it within 90 days
- * Follow the principles of natural justice



APPEAL

If the complainant or respondent is not satisfied with the inquiry report, they can appeal to the employer