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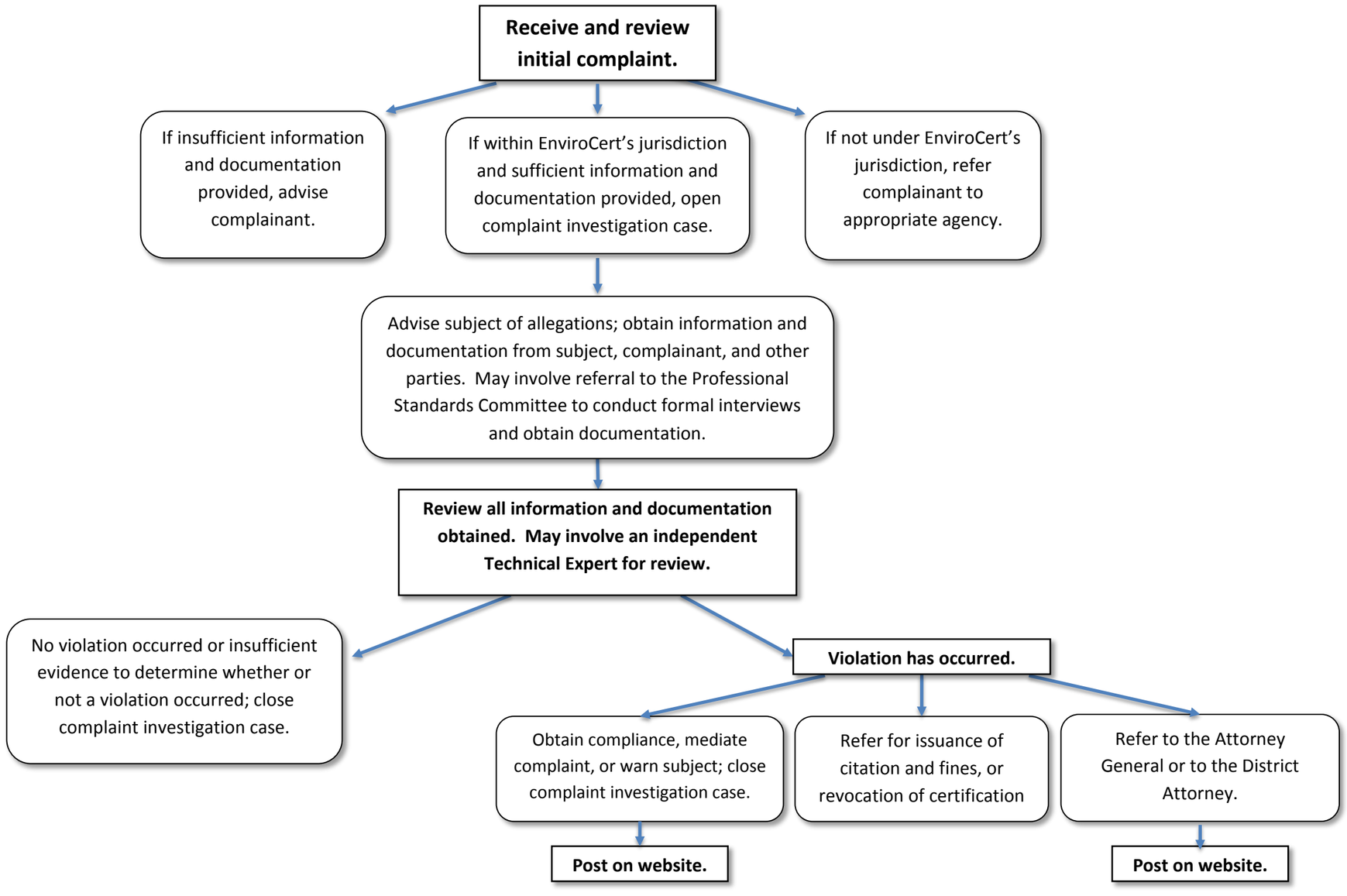
GENERAL OVERVIEW OF THE COMPLAINT INVESTIGATION PROCESS

This flow chart provides a general overview of the complaint investigation process for violations of ECI Code of Ethics (PS.6013). However, each complaint investigation case is handled on an individual basis and may not go through all of the steps or may not go through the steps in the order shown.