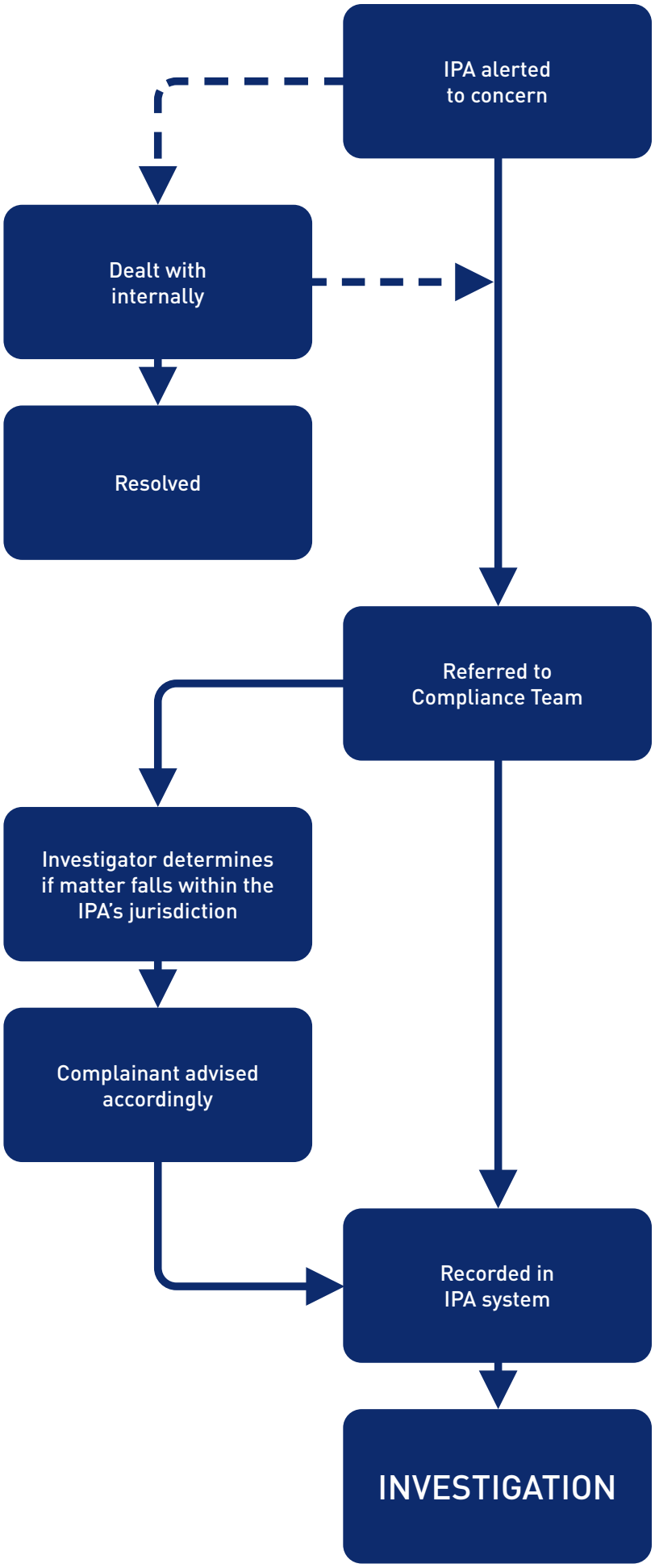
COMPLAINT INITIATION PROCESS

IPA INSTITUTE OF PUBLIC ACCOUNTANTS®



Phone call / Email / Letter / Complaint Form Reception / IPA staff / other source

Staff member may engage with complainant to direct the complainant to/through the information on our website which may self-resolve the issue. The matter may also be referred to the Compliance Team.

Manager Assurance and Compliance (Investigator (IO)) reporting to Group Executive Advocacy and Policy.

IO peruses documentation / may correspond with complainant.
Some matters are clearly outside IPA's investigations process, e.g. fees disputes, breaches of the law

If it is a matter for the IPA, complainant must complete formal complaint form (available on website)

Access to information is restricted to selected personnel

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