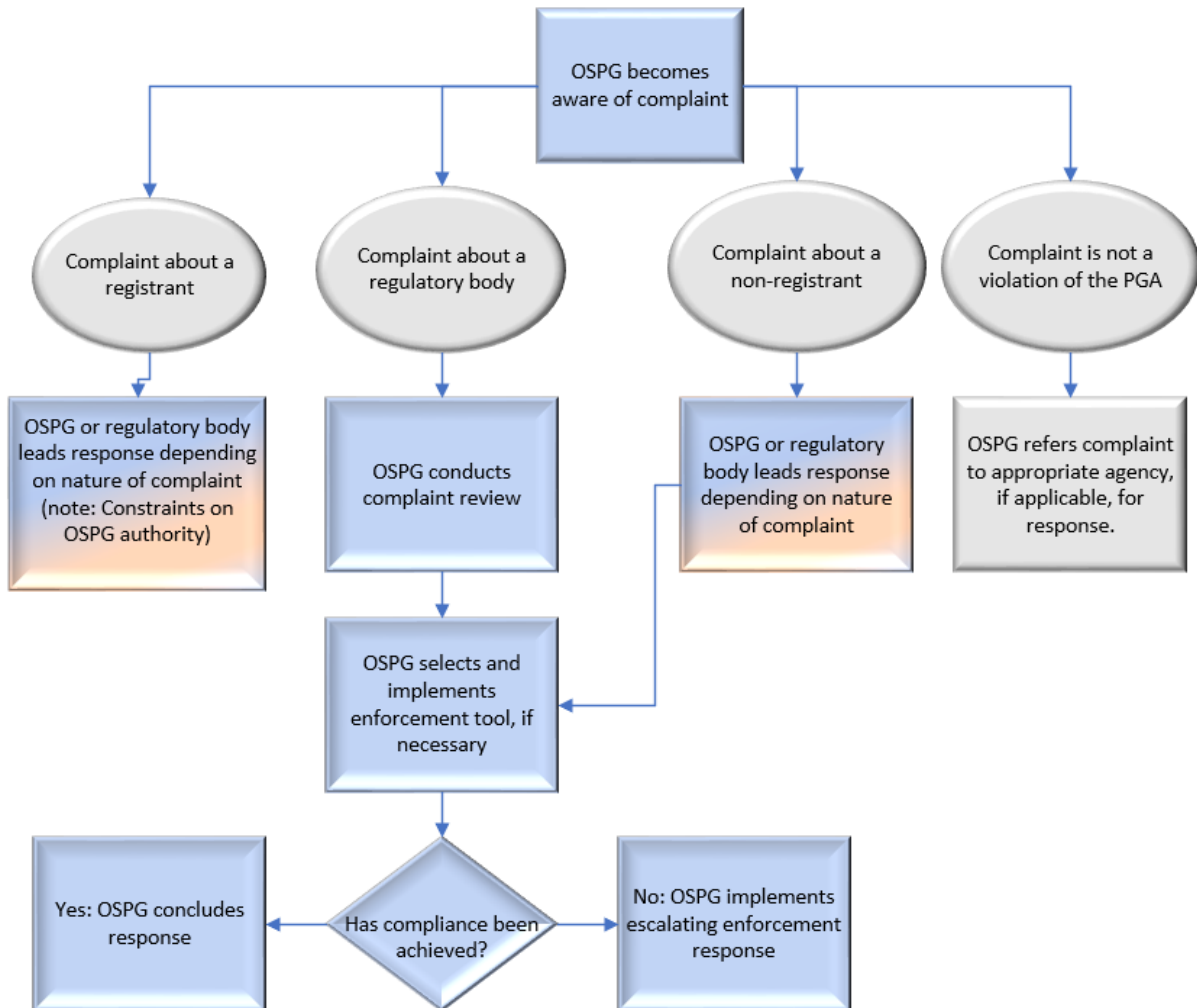




## Responding to Complaints

The first step the OSPG will take after receiving a complaint is to determine if it has jurisdiction to review the complaint or if the complaint will be referred to a regulatory body or other entity for resolution. See figure 1 below to see how the OSPG makes this determination.

Figure 1: Complaint jurisdiction decision process

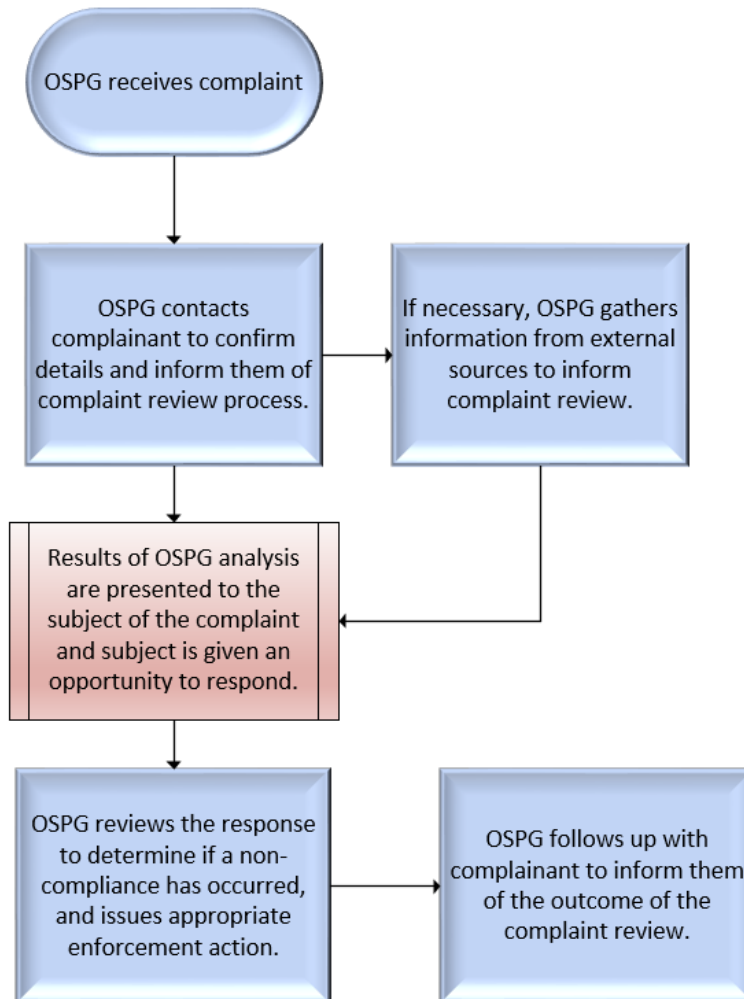




## Complaint Review Process

If the OSPG has jurisdiction to accept a complaint and lead the response, the complaint review process begins. See figure 2 below for an overview of the steps in the complaint review process.

Figure 2: OSPG Complaint review process



### Questions

This document is a companion to the **OSPG Guidance: Making a Complaint to the OSPG** document on the OSPG's website. If you have questions about this document, please see the full **OSPG Guidance: Making a Complaint to the OSPG** or contact the OSPG by phone at 1-(236)-478-1940 or by e-mail (preferred) at [OSPGEnquiries@gov.bc.ca](mailto:OSPGEnquiries@gov.bc.ca).