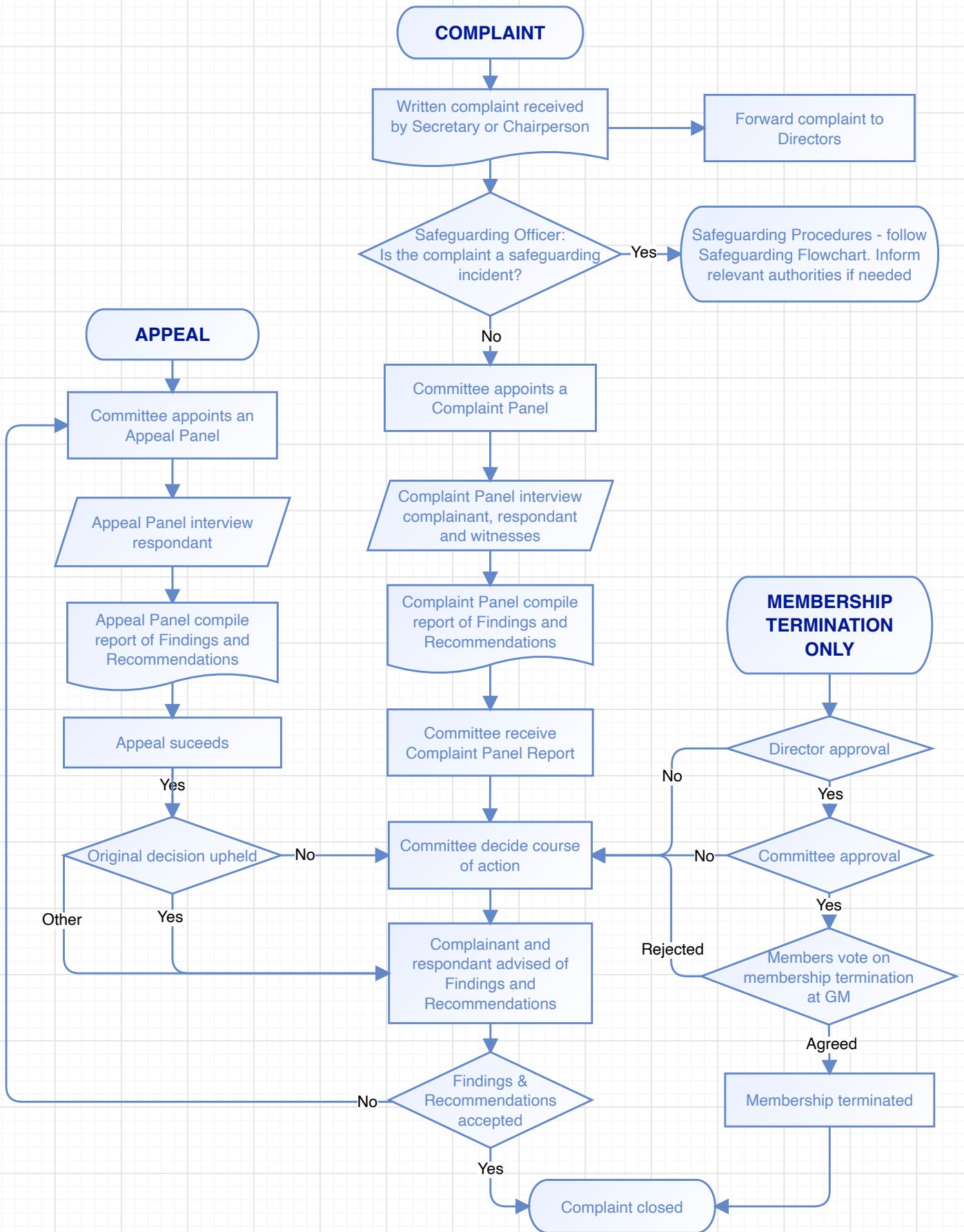


Complaint, Appeal & Termination Flowchart

2021



If the member is not satisfied with the outcome of the RCA Procedures, then the complaint may be taken to LAA, then NCAS, then AGB. It must be conducted in that order.