

Complaints about Host Authorities

Complaint received
@SDNPA about a
Host Authority

Complaint received
@Host Authority

Host
Authority
Stage 1

Host
Authority
Stage 2

SDNPA
Stage 2

SDNPA
Stage 3
Dealt with by CEO
Managed by Head of
Governance

Stage 4
Referral to
Ombudsman

If not resolved

If not resolved by Host Authority
Internal process at Stage 2
Move to SDNPA process

Acknowledge in 10 days
Response in 20 days

If not resolved

Acknowledge in 10 days
Response in 20 days

If not resolved

