

Communication Flow Chart

Directors are elected from the membership of Goolawah

CRT Complaint resolution team

Complaint made to a Director within 7 days of an incident

- Director informs the CRT

CRT meet

- Complaint is investigated by 2 members of CRT

CRT meet with Directors with outcome of the investigation

- Dispute
- Breach of code of conduct

Monthly report to Goolawah community meeting reporting number of disputes underway or resolved. No identification of members or what the dispute is about will be provided unless

- more than 3 breaches of conduct where the member must attend a meeting
- Serious breach of code of conduct member must