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| --- | --- | --- |
| Level 1: QA and operation | Level 2: technical and certification managers | Level 3: EGAC |
| StartSeek information **NO**Enough available information**No**Able to resolve?Take actionComplainant satisfiedEnd | **NO****No**Enough information available?Complainant satisfiedEndTake actionAble to resolve?Seek more information Continue with resolution | **No****No**EndEGAC |