|  |  |  |
| --- | --- | --- |
| Level 1: QA and operation | Level 2: technical and certification managers | Level 3: EGAC |
| Start  Seek information  **NO**  Enough available information  **No**  Able to resolve?  Take action  Complainant satisfied  End | **NO**  **No**  Enough information available?  Complainant satisfied  End  Take action  Able to resolve?  Seek more information  Continue with resolution | **No**  **No**  End  EGAC |