

3. Accurate documentation is maintained throughout the resolution process.

Procedures for claims, issues and disputes

Policies, guidelines and procedures are in place and these are part of the resolution process.

1. The person/people making the claim should (19 §) 187-6 (p) 0. (s) 4.3 (15) 8 (k) (p) 12.8 (1) 6.1 (15-4.3 (1) (19 §) 187-6 (2.7) (4.9