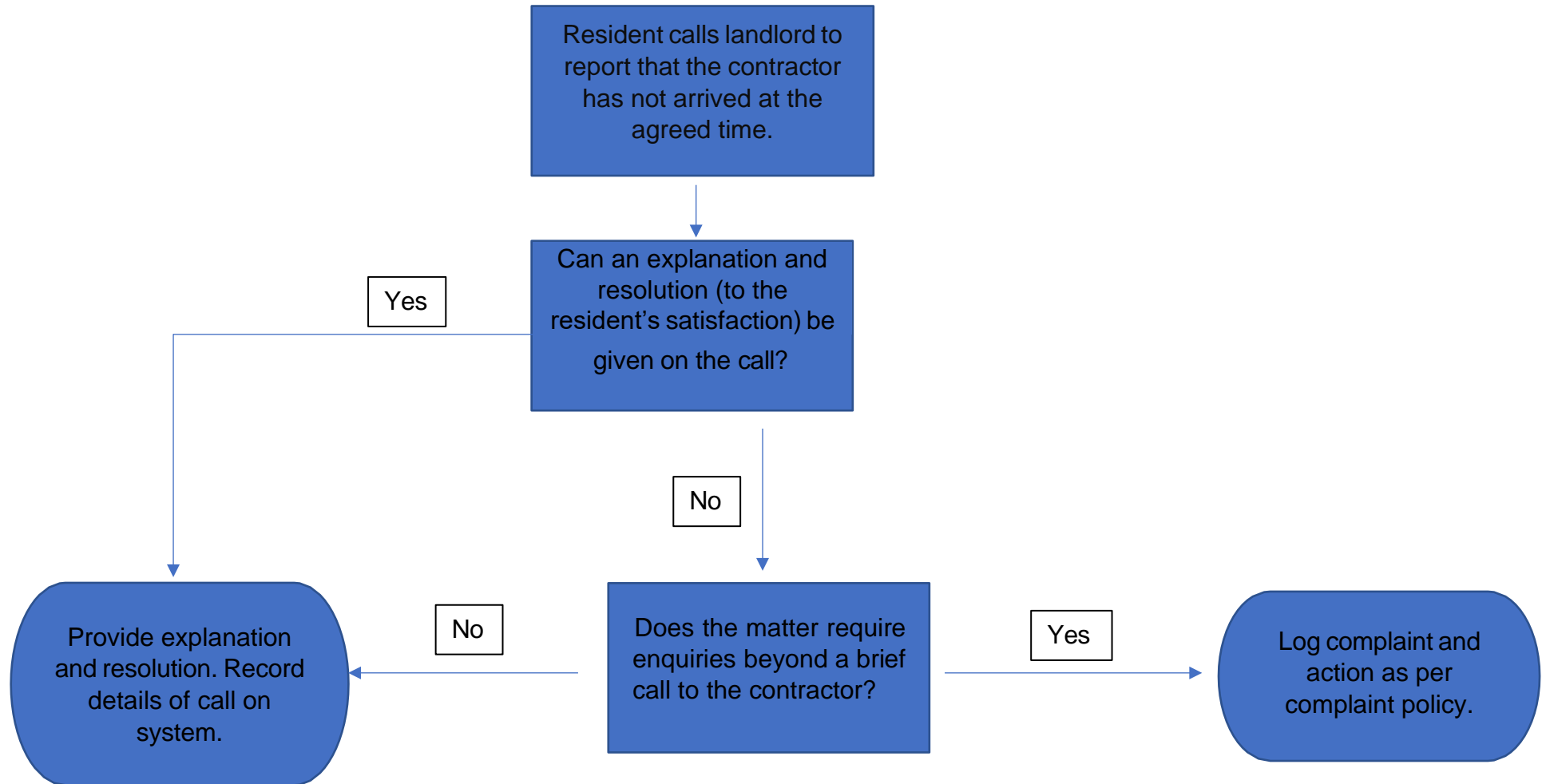
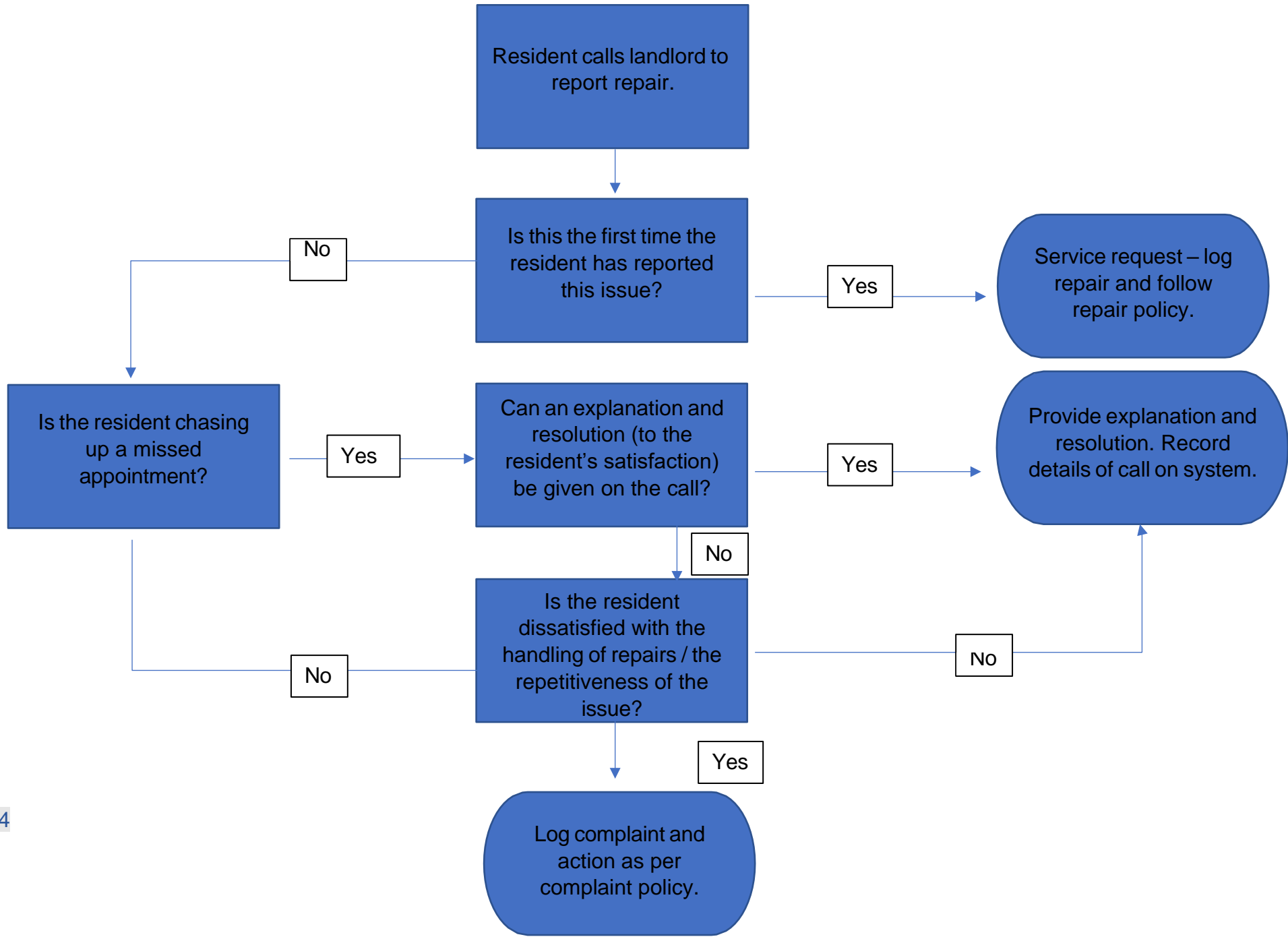
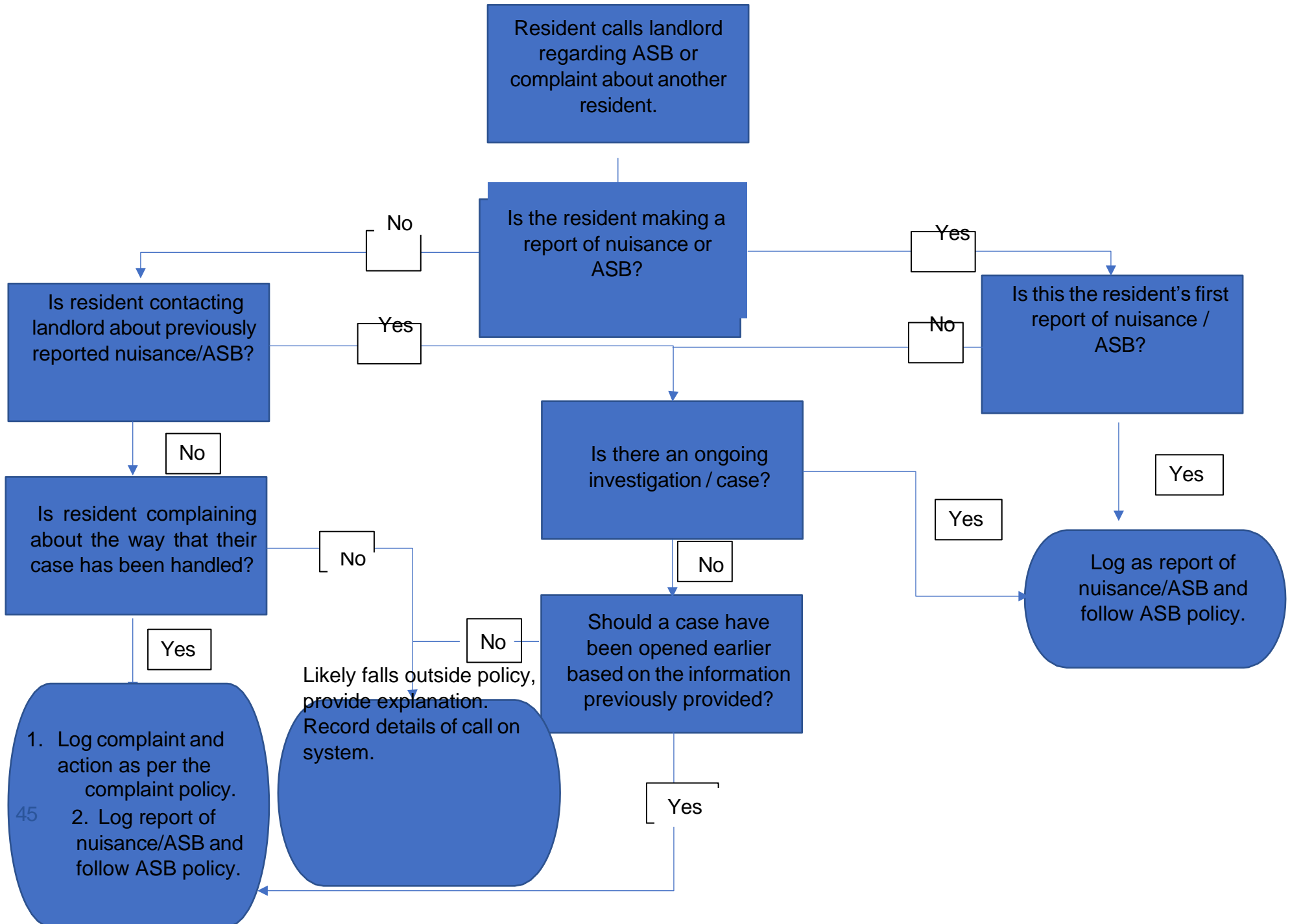


## Appendix B – Service request or complaint – flow charts







Resident calls landlord regarding ASB or complaint about another resident.

Is the resident making a report of nuisance or ASB?

Is resident contacting landlord about previously reported nuisance/ASB?

Is this the resident's first report of nuisance / ASB?

Is resident complaining about the way that their case has been handled?

Is there an ongoing investigation / case?

Log as report of nuisance/ASB and follow ASB policy.

Should a case have been opened earlier based on the information previously provided?

Likely falls outside policy, provide explanation. Record details of call on system.

1. Log complaint and action as per the complaint policy.  
2. Log report of nuisance/ASB and follow ASB policy.