

Instructions

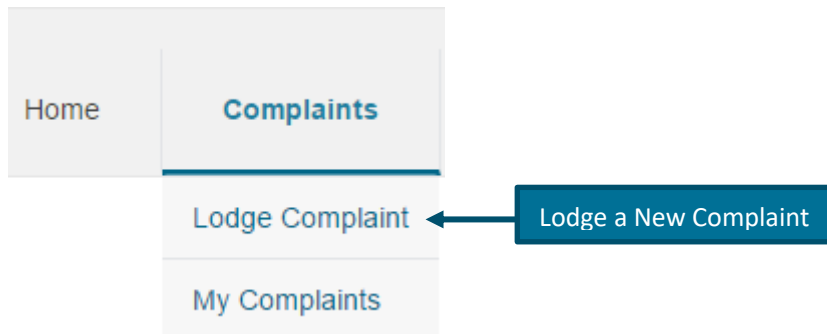


How to Lodge a New Complaint

There are two ways to create a **New Complaint**.

To **create a new complaint** via the **Lodge Complaint** page:

1. Hover your mouse over the **Complaints** menu and click onto **Lodge Complaint**

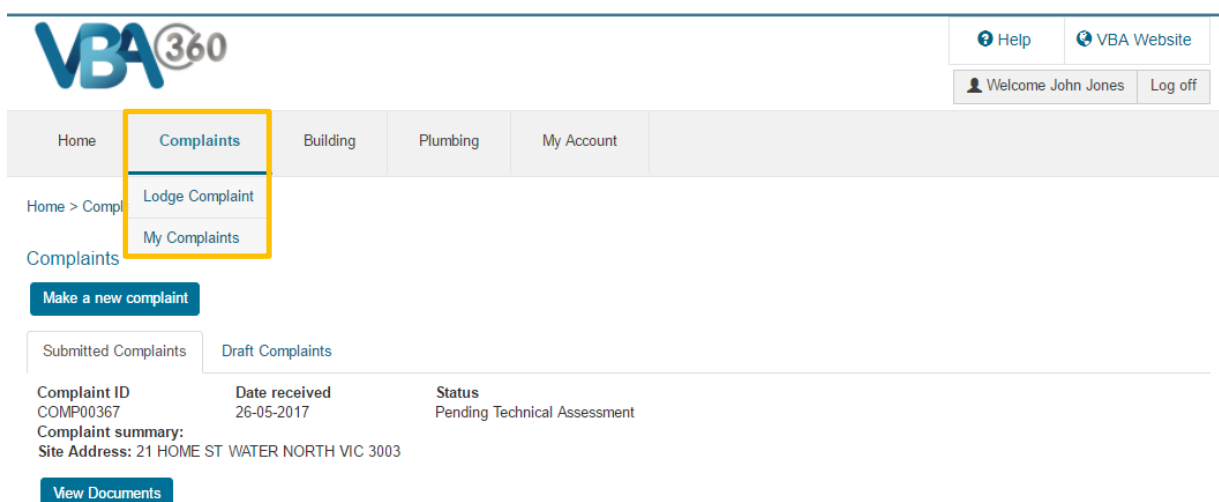


You will be taken to the **Lodge a complaint** page

To **create a new complaint** via the **My Complaints** page:

1. Hover your mouse over the **Complaints** menu and click onto **My Complaints**.

You will be taken to the **Complaints** page. The page shows all **Complaints** and current status of the complaint



2. Click onto the **Make a new complaint** button to begin a new complaint