



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 (11) 2.8 (1) 6.1 (15-4.3 (1) (19 §) 187-6 (2.7) 4.9