What happens when you raise a concern?

1 Raise your Concern

Raise your concern through your preferred channel

2 Initial Review

We'll review your report and assign a case manager

3 Information Gathering

The case manager will create and execute an action plan which may include interviews and analysis

4 Check for Updates

Use your **Report Key** and **Password** to check for updates or questions from the case manager

5 Review & Completion

Once the actions are finalized, we will communicate with you as appropriate and close the case