Appendix 9
FLOWCHART COMPLAINTS HANDLING

The CA that receives the complaint has to establish the competent body for dealing with the complaint.

The CA is competent to deal with the complaint.

The CA is not competent to deal with the complaint.

The competent body is located in the same MS.

The competent body is located in another MS.

The CA knows who the competent body is.

The CA does not know who the competent body is.

The CA informs the complainant promptly of applicable national procedures.

If the complaint contains issues relevant for supervision of an IORP, the host CA shall promptly and if legally possible provide the home CA with relevant information on the complaint.

If it is legally possible, the CA passes the complaint directly to the competent body and informs the complainant of the referral and explains to him why it considers itself not to be competent and why it considers the other body to be competent.

If it is not legally possible to pass on the information directly, the CA will provide the complainant with information on the competent body and explains to him why it considers itself not to be competent and why it considers the other body to be competent.

The CA will inform the CA of the other MS of the complaint and informs the complainant of the referral and explains to him why it considers itself not to be competent.

The home CA provides the host CA with information on the complaint, if it contains issues relevant to the supervision by the host CA.