Complaint

Appeal to RCA Appeal Committee and/or SDRCC

Use Discipline Committee Process if major or Discipline Chair process if minor

RCA (if National)

RCA Independent Third Party determines where complaint should be heard (determination not subject to appeal)

If matter not resolved through ADR

Option to use of ADR (Early Resolution Facilitation Process – SDRCC)

Use Discipline Panel or Discipline Chair Process (as applicable)

Appeal to RCA Appeal Committee

PSO (if Club and Major; Discipline Chair)

Appeal to PSO Appeal Panel

Use Discipline Chair Process

Club (if local, minor)