



1. Aggrieved Member to send a written complaint to the Chairman of his Division/Branch within ten (10) days of becoming aware of the issue.  
Within twenty-one (21) days of the receipt of the complaint, the Chairman of the Division/Branch shall conclude and deliver verdict on the issue.
2. If not satisfied with the response of the Division/Branch Chairman, shall send a petition to the President within one (1) week of the delivery of the verdict of the Chairman of the Division/Branch.  
The President shall within thirty (30) days of the receipt of the complaint, conclude and deliver verdict on the issue.
3. If not satisfied with the resolution of the matter by the President, shall send petition to the Board of Trustees within one (1) week of the delivery of the verdict by the President.
4. If not satisfied with the resolution of the matter by the Board of Trustees or in the event that the Board fails/refuses to act on any complaint brought before it within ninety (90) days of the deposit of such complaint, the member may be at liberty to transmit such complaint directly to Council either through its Division or Branch Chairman.
5. The verdict of Council shall be final.