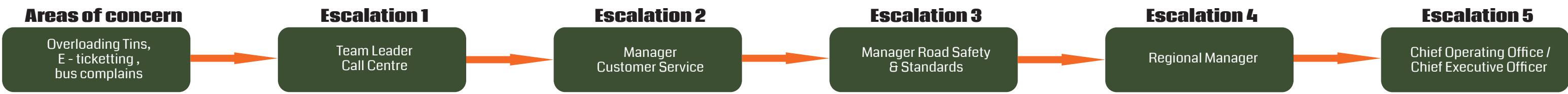
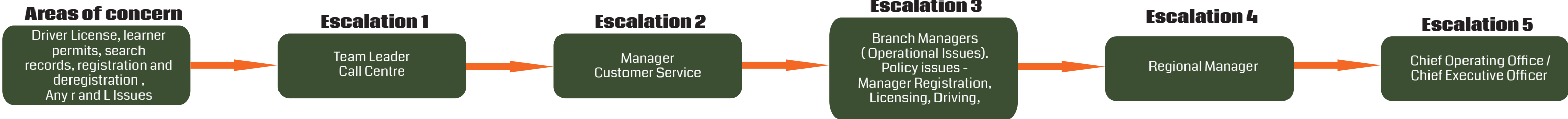


Customer Communication Escalation Flowchart

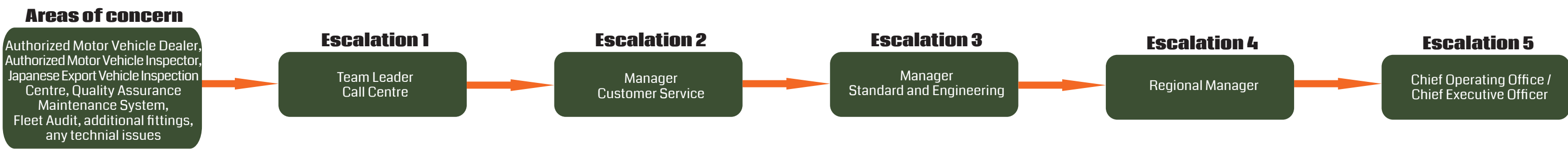
Enforcement issues



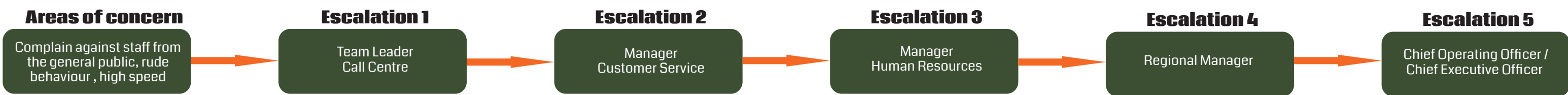
Registration and Licensing



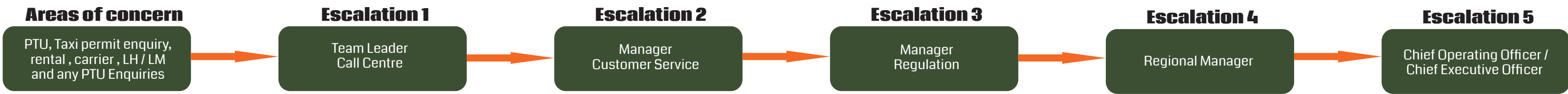
Standards & Engineering



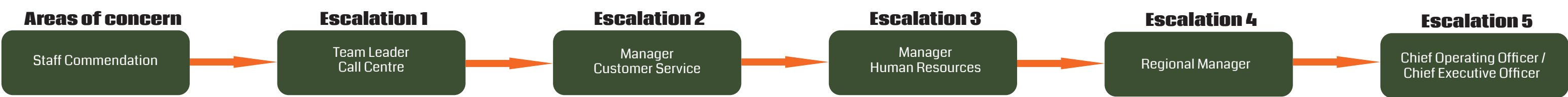
Staff Complaints



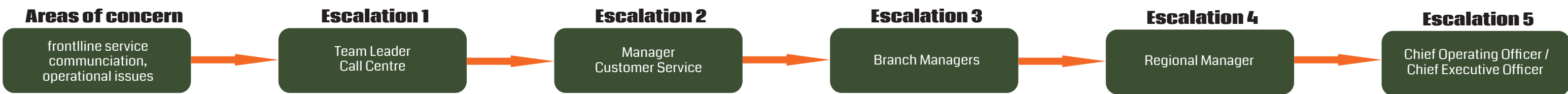
Regulation



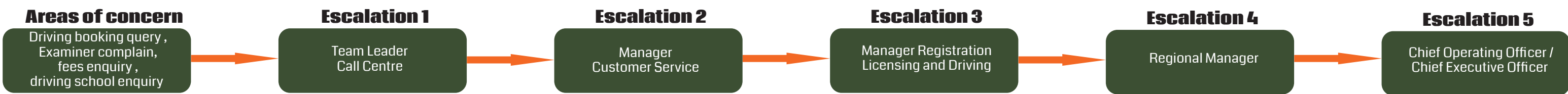
Staff Commendation



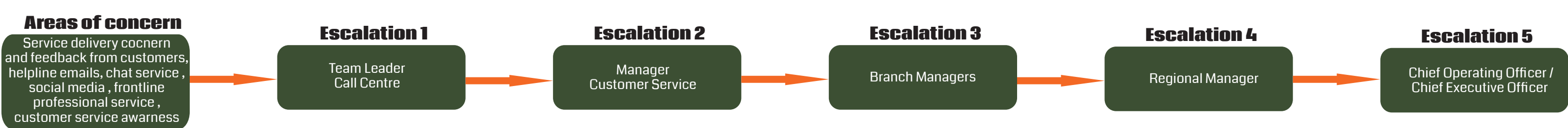
Branch Services



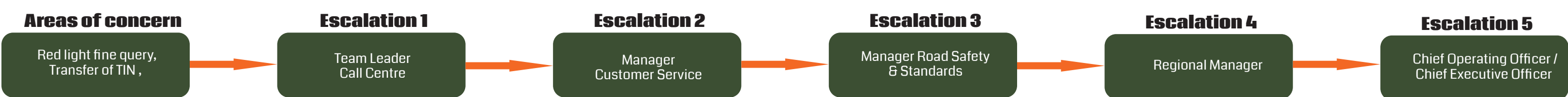
Driving/ examaination and Testing



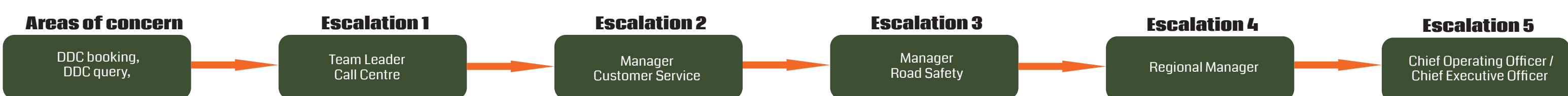
Customer Services



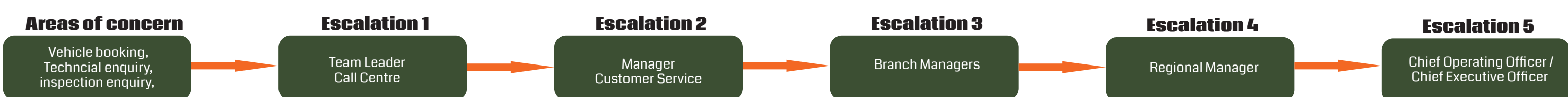
Red Light



Road Safety



Vehicle Examination and Testing



NOTE: The steps cannot be bypassed and officers cannot simply pass on the problem to the next level without a “real justification “.