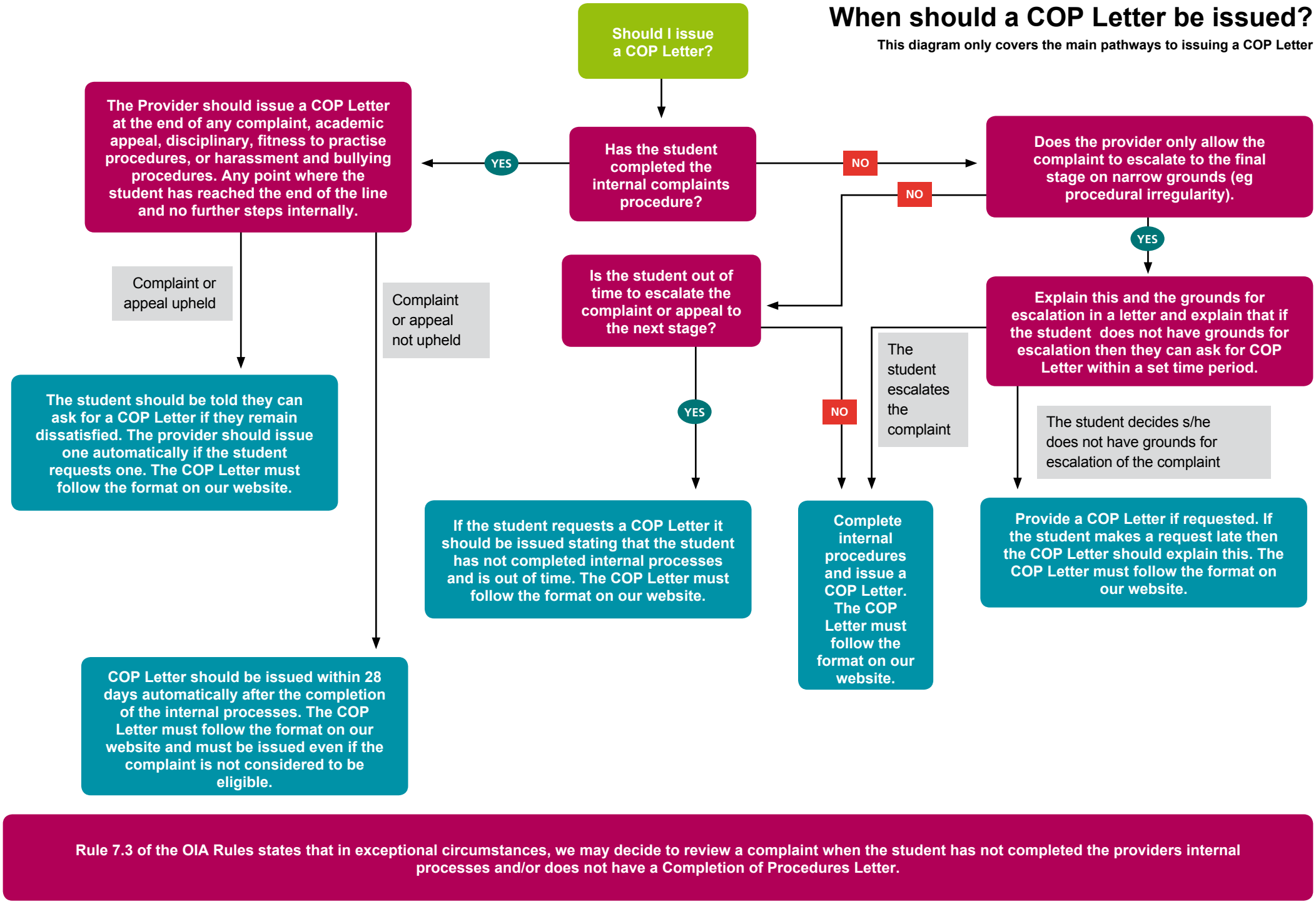
When should a COP Letter be issued?

This diagram only covers the main pathways to issuing a COP Letter



Rule 7.3 of the OIA Rules states that in exceptional circumstances, we may decide to review a complaint when the student has not completed the providers internal processes and/or does not have a Completion of Procedures Letter.