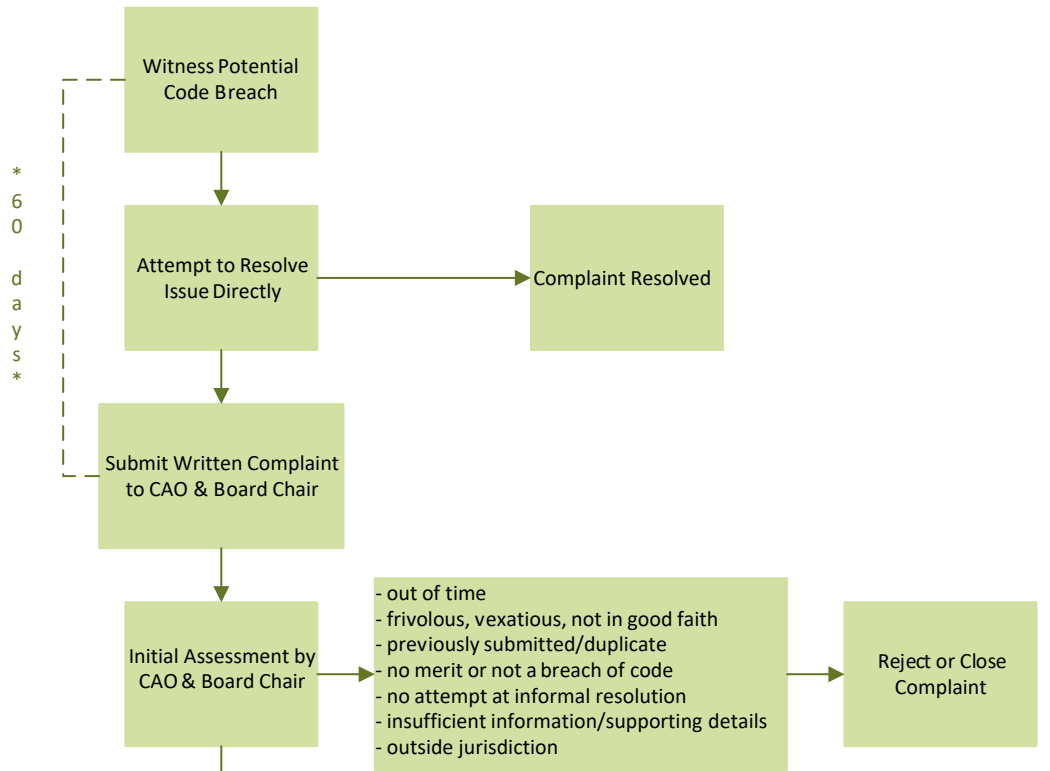


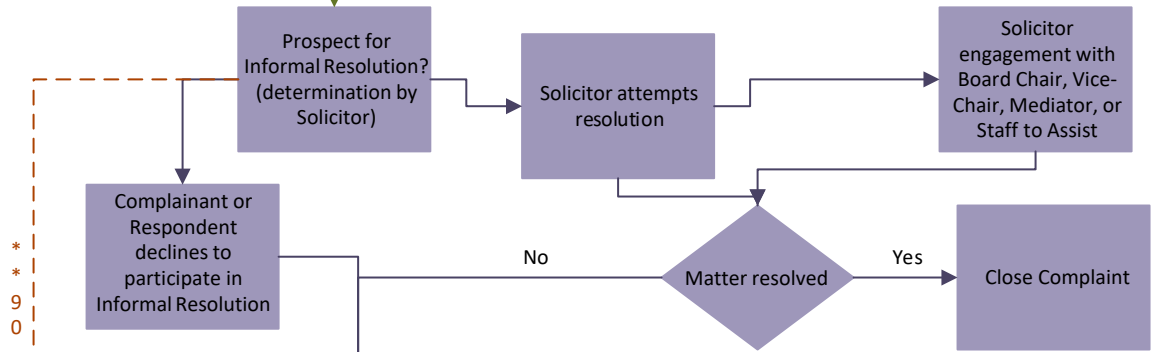
CRD Board Code of Conduct - Complaint Process Flowchart

Preliminary Steps

Complaint must be received within 60 days of the breach



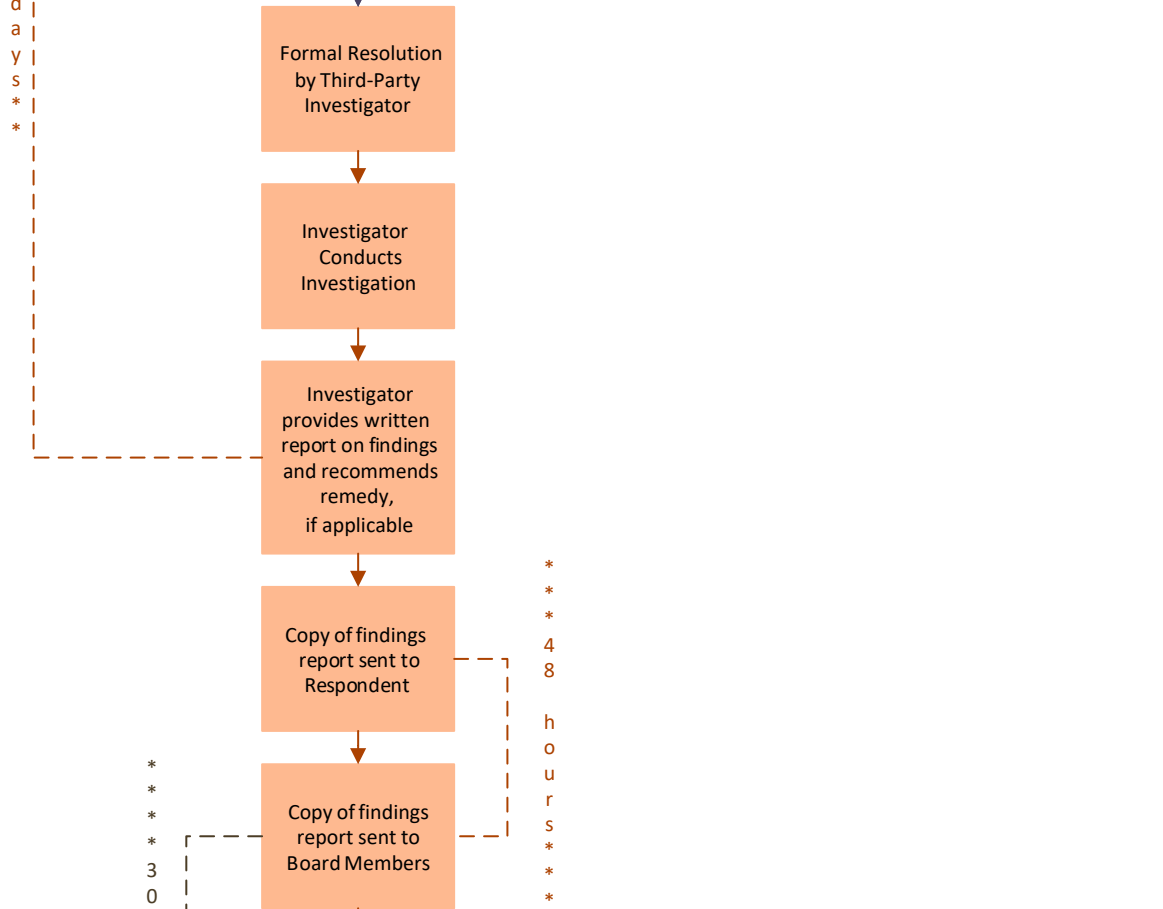
Informal Resolution



Formal Resolution

** Investigation must be completed within 90 days of the start of the Informal Resolution process**

48 hours after the Respondent has received the findings report, it is sent to the Board



Final Determination

****Within 30 days of receiving the findings report, the Board must consider the report and recommend remedies, if applicable****

*****Within 30 days of the Board rendering a decision and imposing the remedy, the summary of report and decision is to be made public*****

