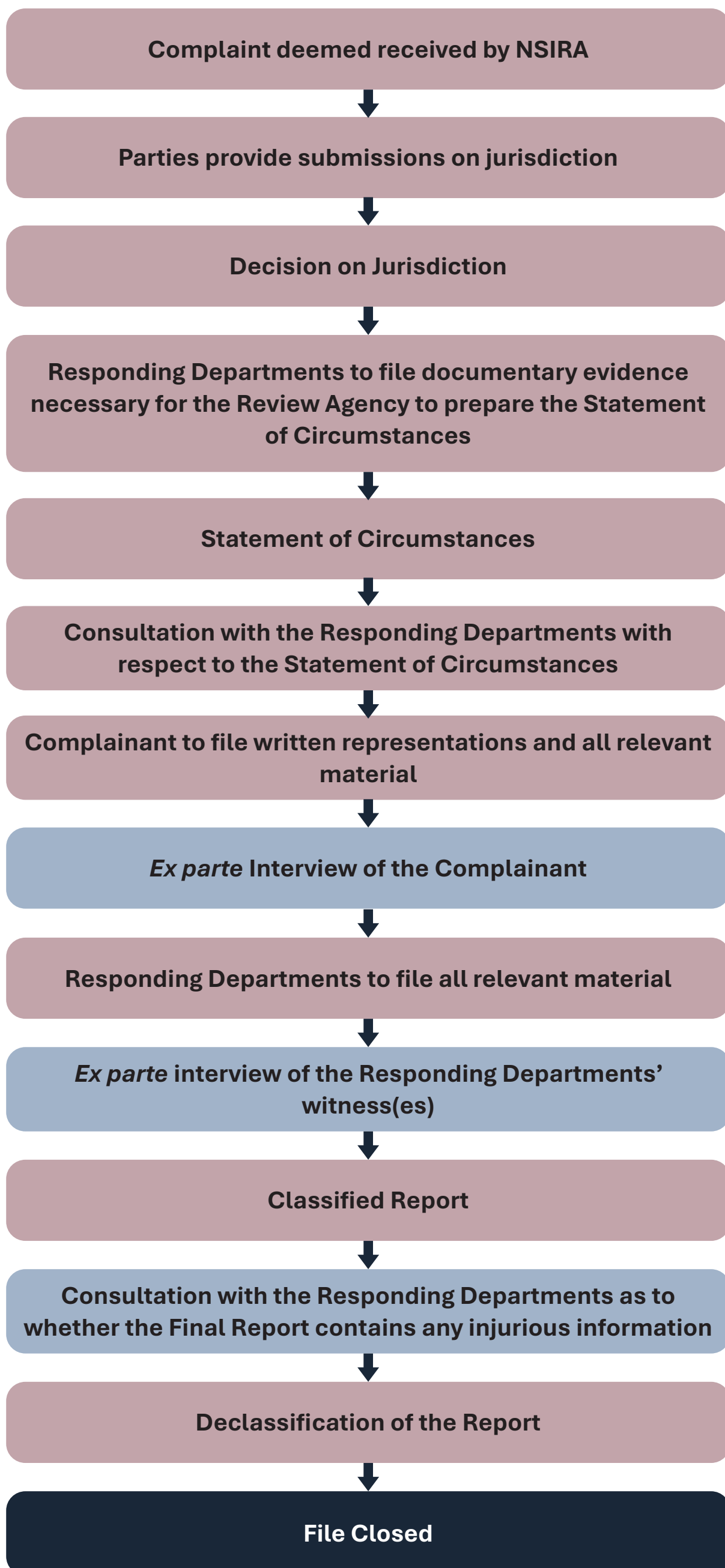


Section 18 complaint

Legend:

- Mandatory
- Discretionary
- Final



Notes:

1. An informal resolution may be reached at any time during the investigation pursuant to NSIRA's authority under section 23 of the *NSIRA Act*. The complaint may be resolved in whole or in part.
2. "Responding Departments" refers, for the purposes of this document, to CSIS and any other concerned government department or agency.