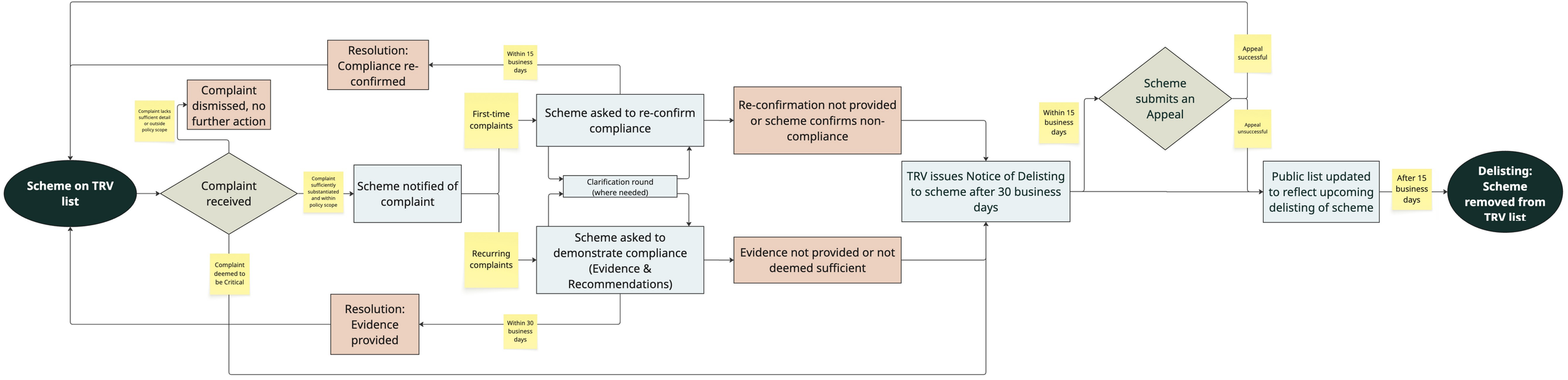
Scheme on TRV list
Complaint received
Complaint lacks sufficient detail or outside policy scope
Complaint dismissed, no further action
Complaint sufficiently substantiated and within policy scope
Scheme notified of complaint
Complaint deemed to be Critical
First-time complaints
Recurring complaints
Scheme asked to re-confirm compliance
Clarification round (where needed)
Scheme asked to demonstrate compliance (Evidence & Recommendations)
Within 15 business days
Within 30 business days
Resolution: Compliance re-confirmed
Resolution: Evidence provided
Re-confirmation not provided or scheme confirms non-compliance
Evidence not provided or not deemed sufficient
TRV issues Notice of Delisting to scheme after 30 business days
Within 15 business days
Scheme submits an Appeal
Appeal successful
Appeal unsuccessful
Public list updated to reflect upcoming delisting of scheme
After 15 business days
Delisting: Scheme removed from TRV list