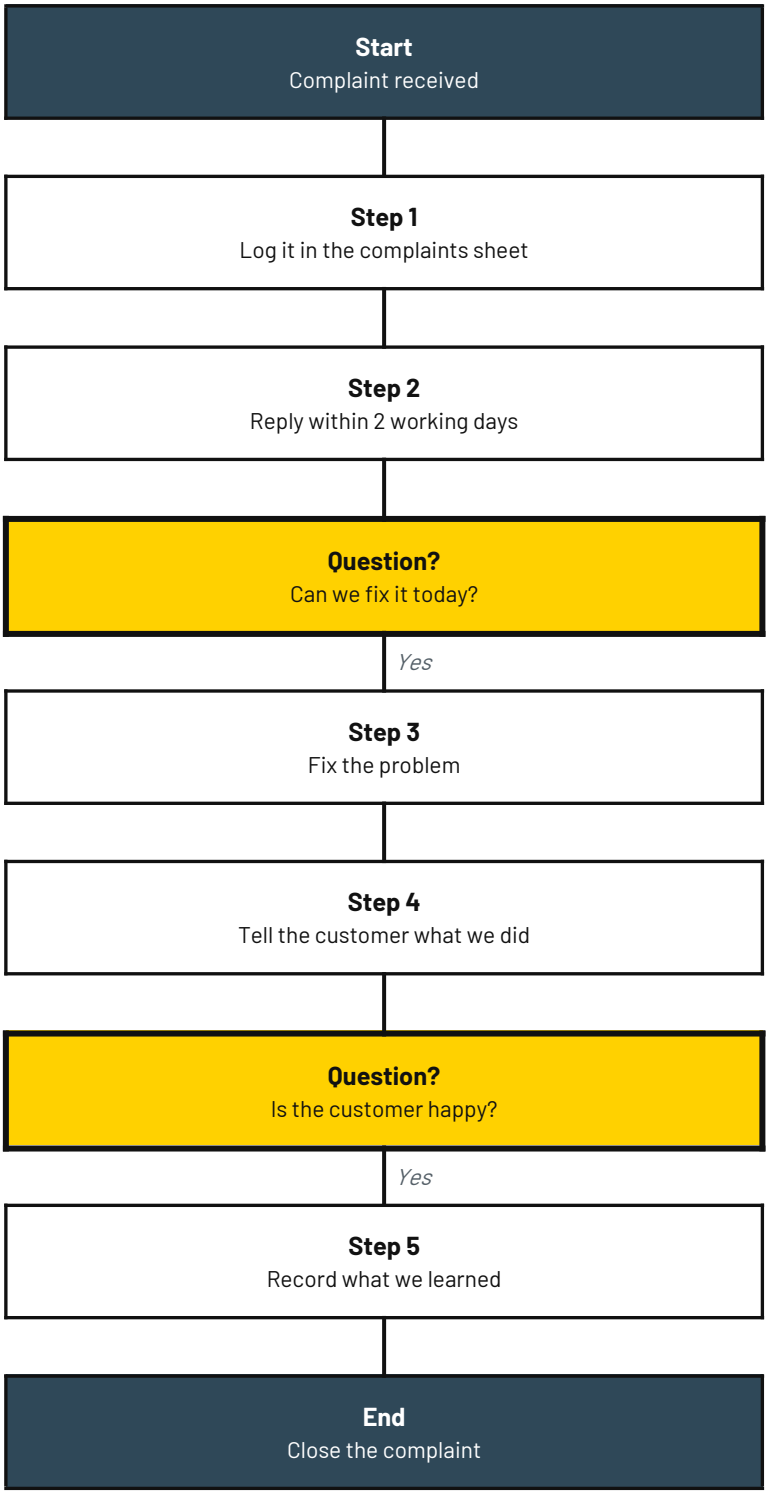
Worked example - a fictional complaints process. Replace every step with your own.

Flow chart

Process: Handling a customer complaint Date: 09/11/2026



Yellow boxes are questions. Yes carries on down the page; No goes to the step written on the right.