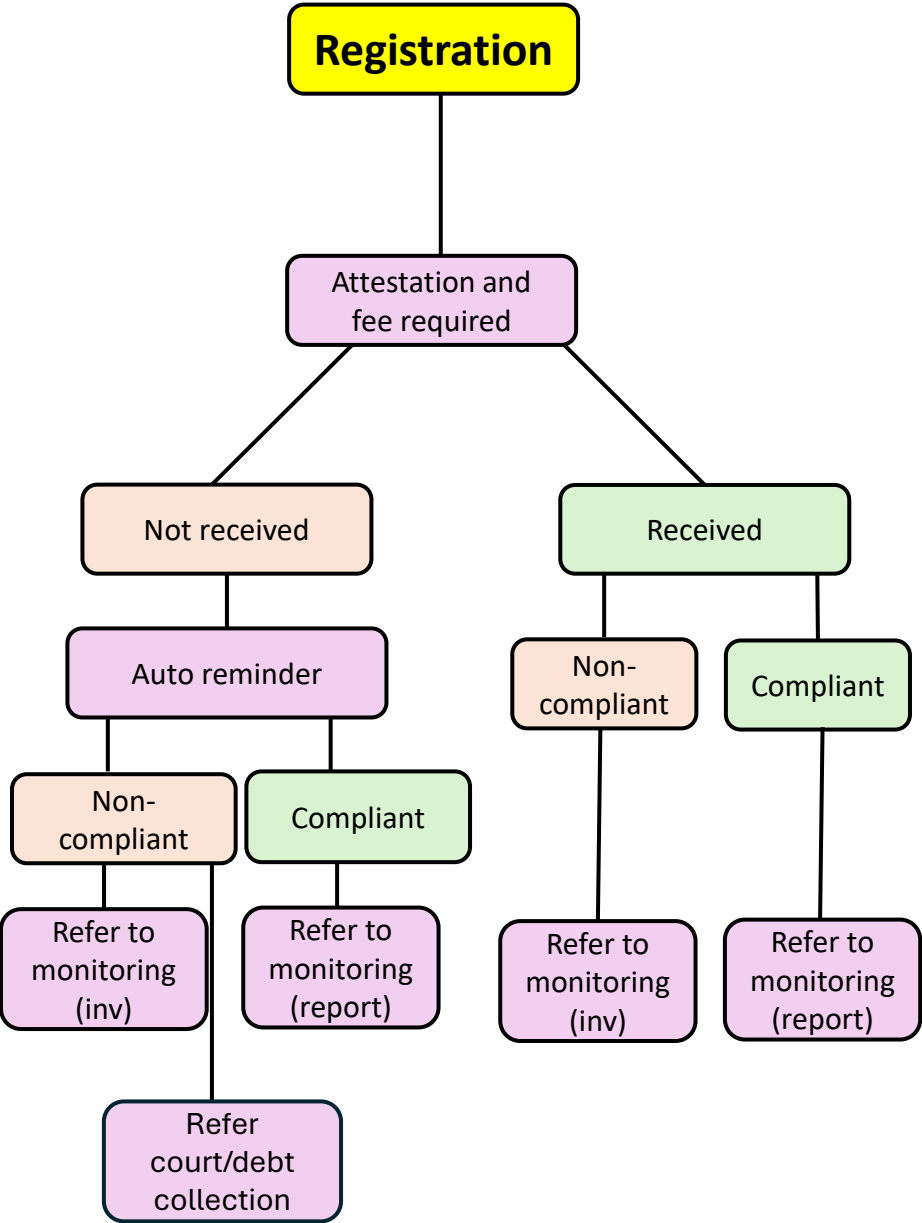


Monitoring

Complaint from Profcon

Complaint from VCMS

Complaint from Registration

Complaint from PSS

ID practice and open record

Contact Practice and ask if they are compliant

No

Yes

Identify challenges

Upload evidence/send attestation in 14 days

Not willing to comply

Willing to comply

Incomplete

Complete

Support/
set deadline

Call again/
set deadline

Report to CMA

Follow up at deadline

Non-compliant

Extend deadline

Compliant

Follow up at deadline

Non-compliant

Report to CMA

Report to CMA

Report to CMA