

### **Criteria for marking a case as complicated for charging purposes**

- The degree of difficulty of the case itself, factual or legal or because of the personalities involved.
- The degree of time and effort required in bringing the case to a conclusion.
- That the case had to be brought to the adjudicators' meeting because of its complexity.
- That outside expert assistance had to be sought.
- That the case was referred to the Ombudsman or Deputy Ombudsman for special consideration.