

**INCOMPLETE FORMS PROCESS  
Nova Scotia**

Occasionally forms are received that are incomplete and therefore must be returned to the member or GGC delegate for further information in order to process.

Incomplete forms can be:

- Membership and Non Member Forms
- Image Releases
- PRC's
- General mail that requires a response

**Provincial Office Process**

**Membership Forms- Members & Non Members**

**IMIS - Unsigned A7's (adults)**

If able to identify person:

- Advises AC / DC of issues and requests for follow up.
- Original form is maintained (4 months), on file for future reference.

**Membership Support Assistant**

**Unsigned / Incomplete A5's (Girls)**

Girl:

- Membership Support Assistant follows up with the District Commissioner or Unit Guider as appropriate.
- Returns original form(s) to parent / guardian with explanation.
- Maintains a log of returned girl forms for future reference and follow up.
- Advises IMIS Coordinator of status of outstanding items.

**PRC's**

**IMIS Coordinator**

**PRC – BackCheck Issues**

No response to BackCheck requirements or Canada Post request:

- Escalates as follows:
- Week 1: notify DC.
- Week 2: DC cc to AC
- Week 3: AC & DPC A
- Week 4: DPC and no further action.

Deferred PRC

- Direct to member with instructions – left with member for completion, no follow.
- Email to Office Manager and PC

References:

- Direct to applicant for info, no response see Escalation from above.

**Image Releases (IR)- Incomplete or Unidentifiable**

**IMIS Coordinator**

**Incomplete (neither a Y or N have been indicated on form)**

- Members IMIS file remains blank
- Shreds submitted form.
- Updates members IMIS file as complete paperwork is received.

**General Correspondence - Incomplete or Unidentifiable**

**Office Manager**

**Incomplete**

- Researches contact information
- Contacts sender for resolution

**Unidentifiable**

- Reviews with:
  - Office Staff
  - Provincial Commissioner
- Files for future review if needed.