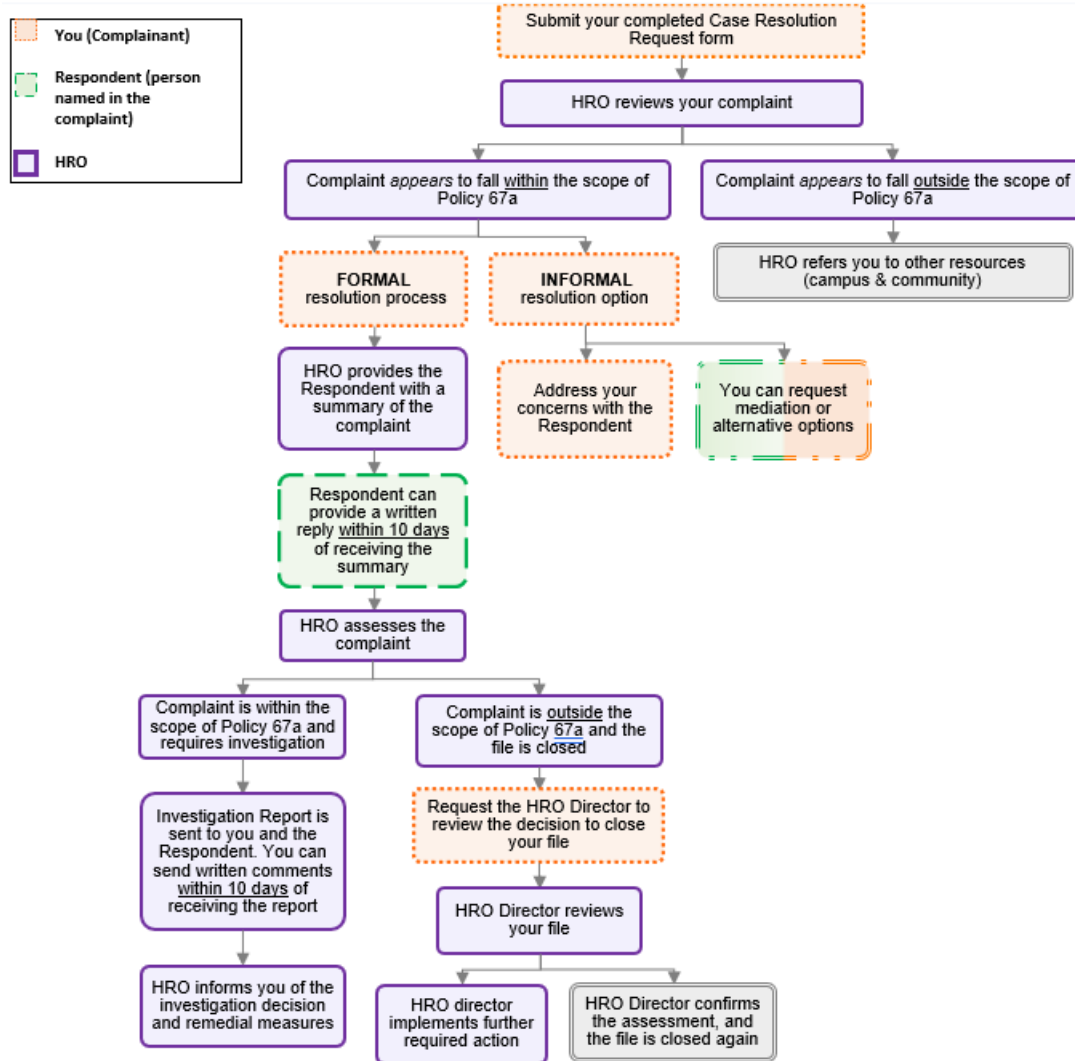


## Complaints Process – Policy 67a



The Flowchart shows the Complaints Process from the perspective of the Complainant. This information is also relevant for the Respondent.