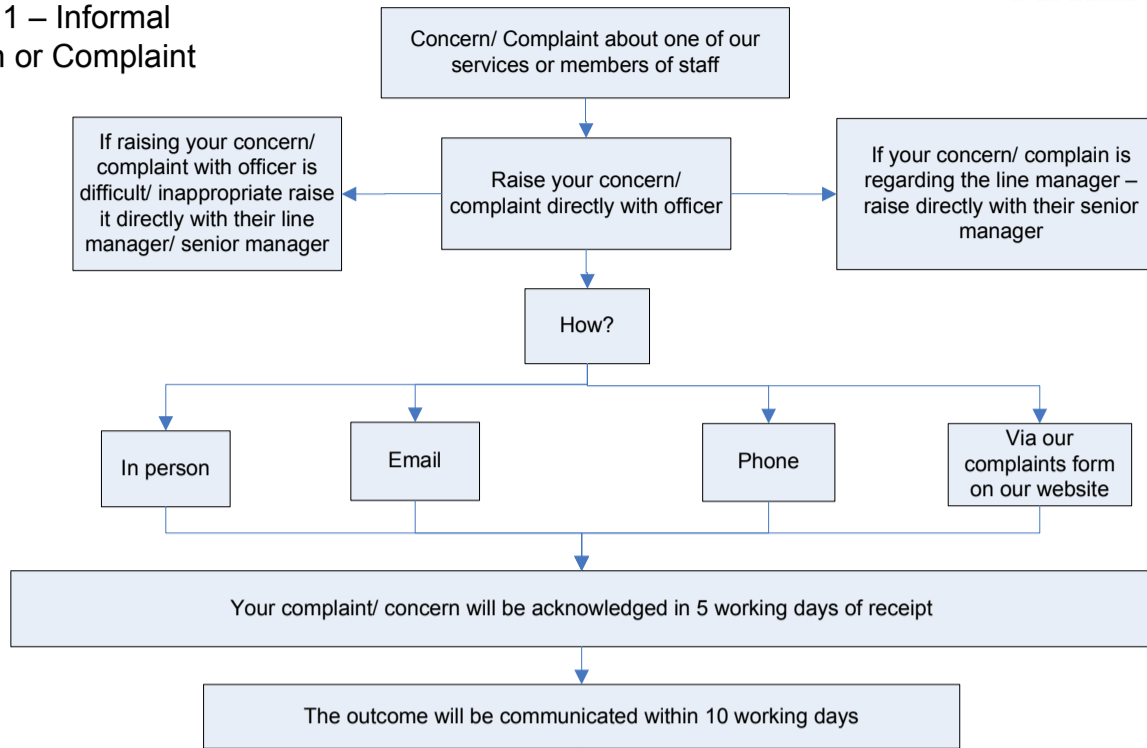
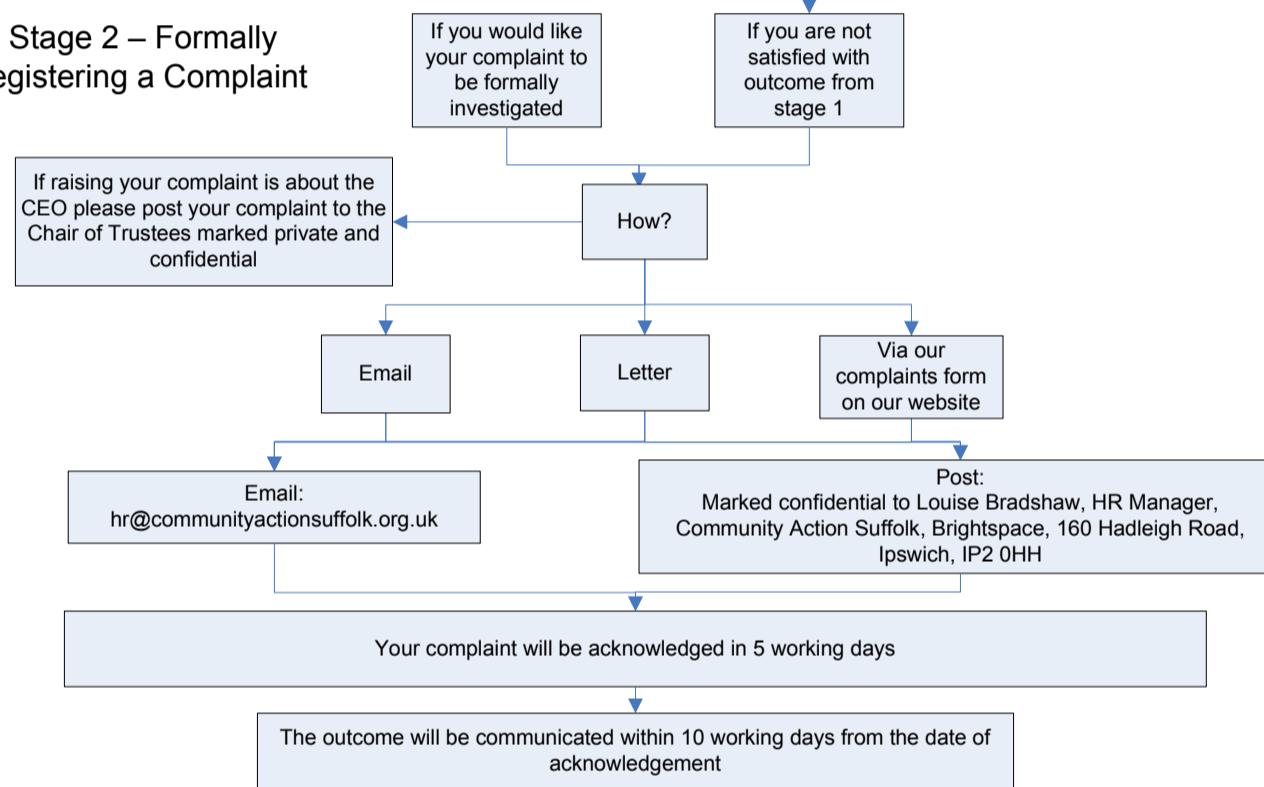


Concerns and Complaints Flow chart

Stage 1 – Informal Concern or Complaint



Stage 2 – Formally registering a Complaint



Stage 3 – Appeals

