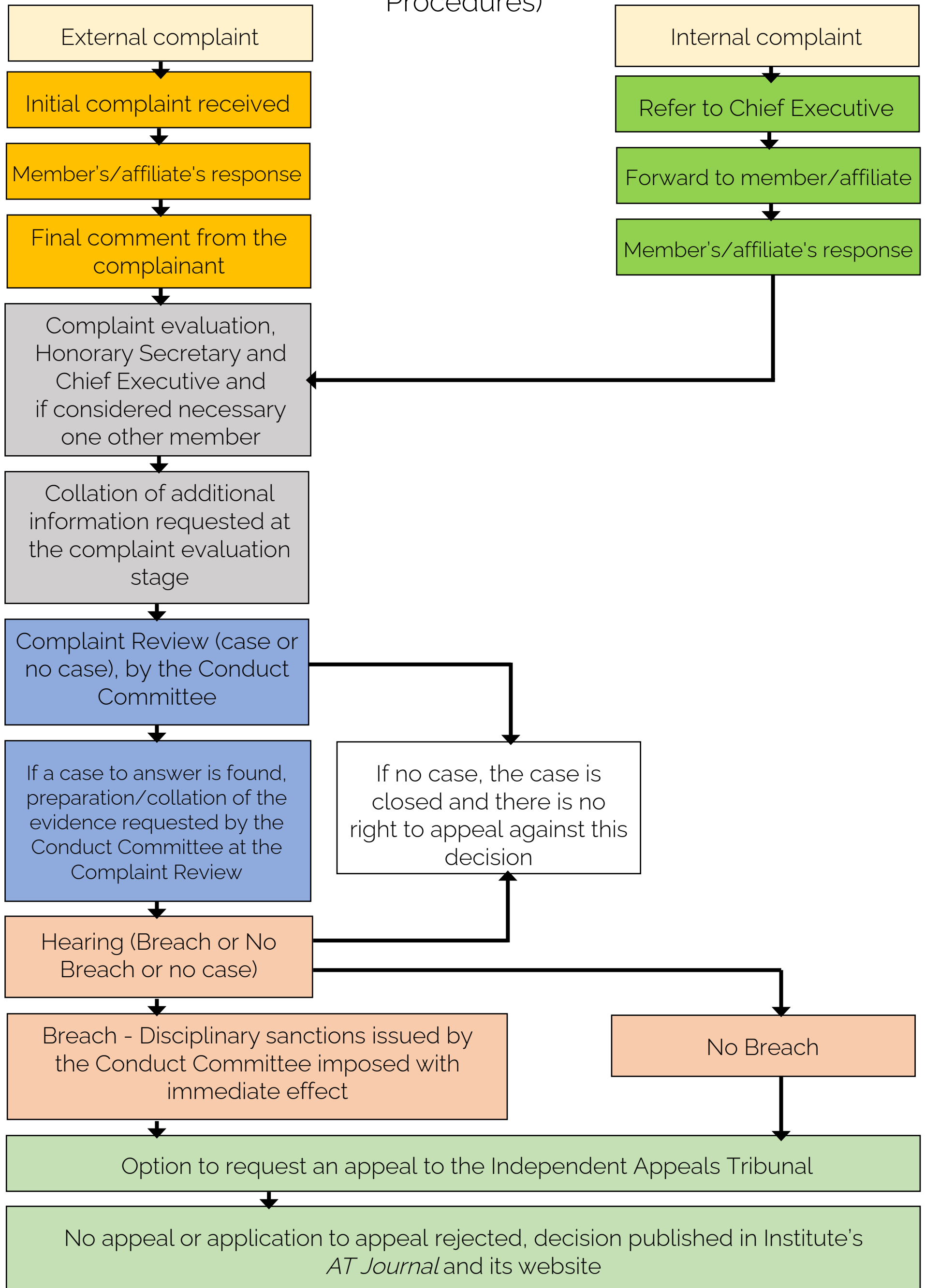


An outline of the current Complaints Process

(to be read in conjunction with the Conduct & Disciplinary Procedures)



Effective 1 March 2019