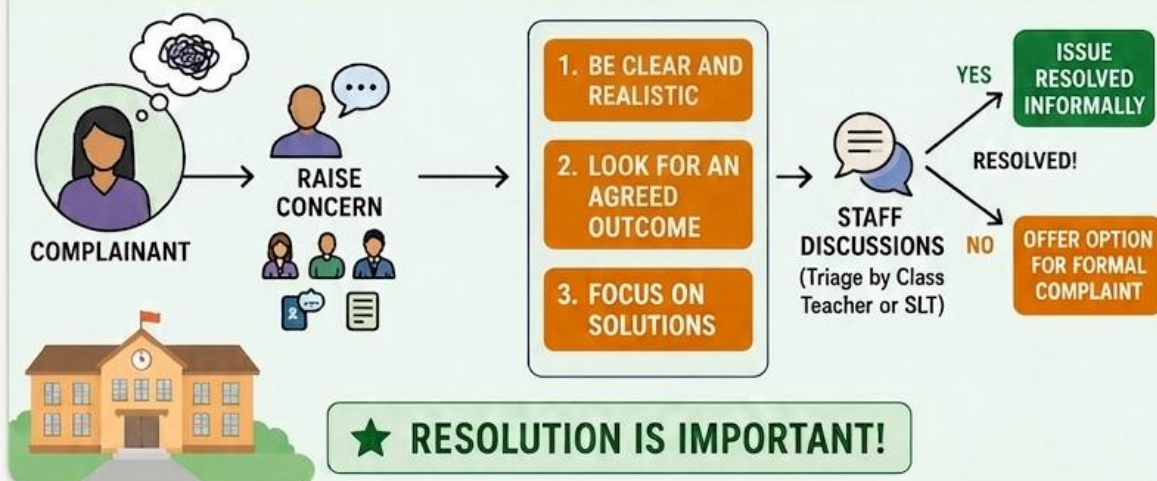
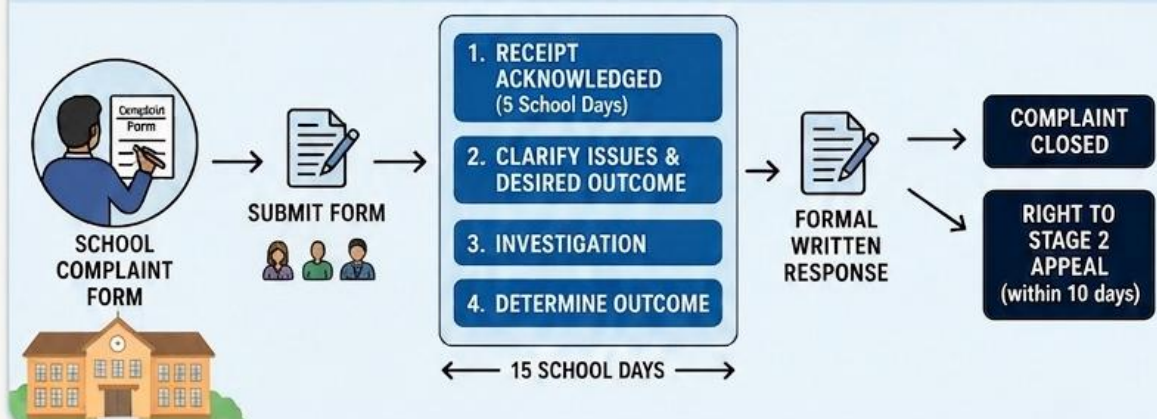


COMPLAINTS POLICY: PROCEDURE FLOW DIAGRAM

PRELIMINARY STAGE: DEALING WITH CONCERNS INFORMALLY



STAGE 1: MAKING A FORMAL COMPLAINT



STAGE 2: GOVERNORS' PANEL REVIEW



This policy ensures complaints are handled fairly, consistently and efficiently, with opportunities for resolution at each stage.