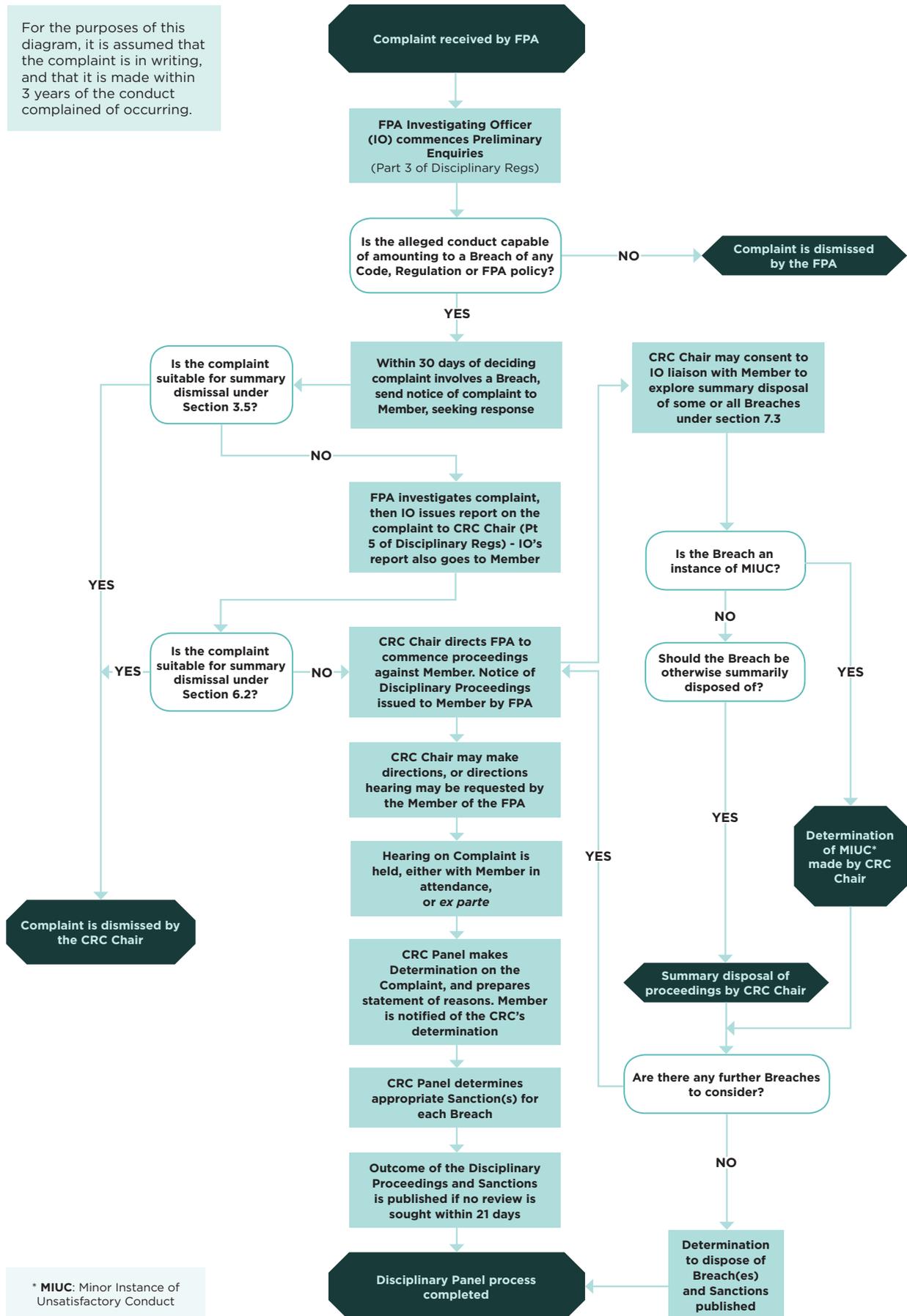




COMPLAINTS PROCESS

For the purposes of this diagram, it is assumed that the complaint is in writing, and that it is made within 3 years of the conduct complained of occurring.



* MIUC: Minor Instance of Unsatisfactory Conduct