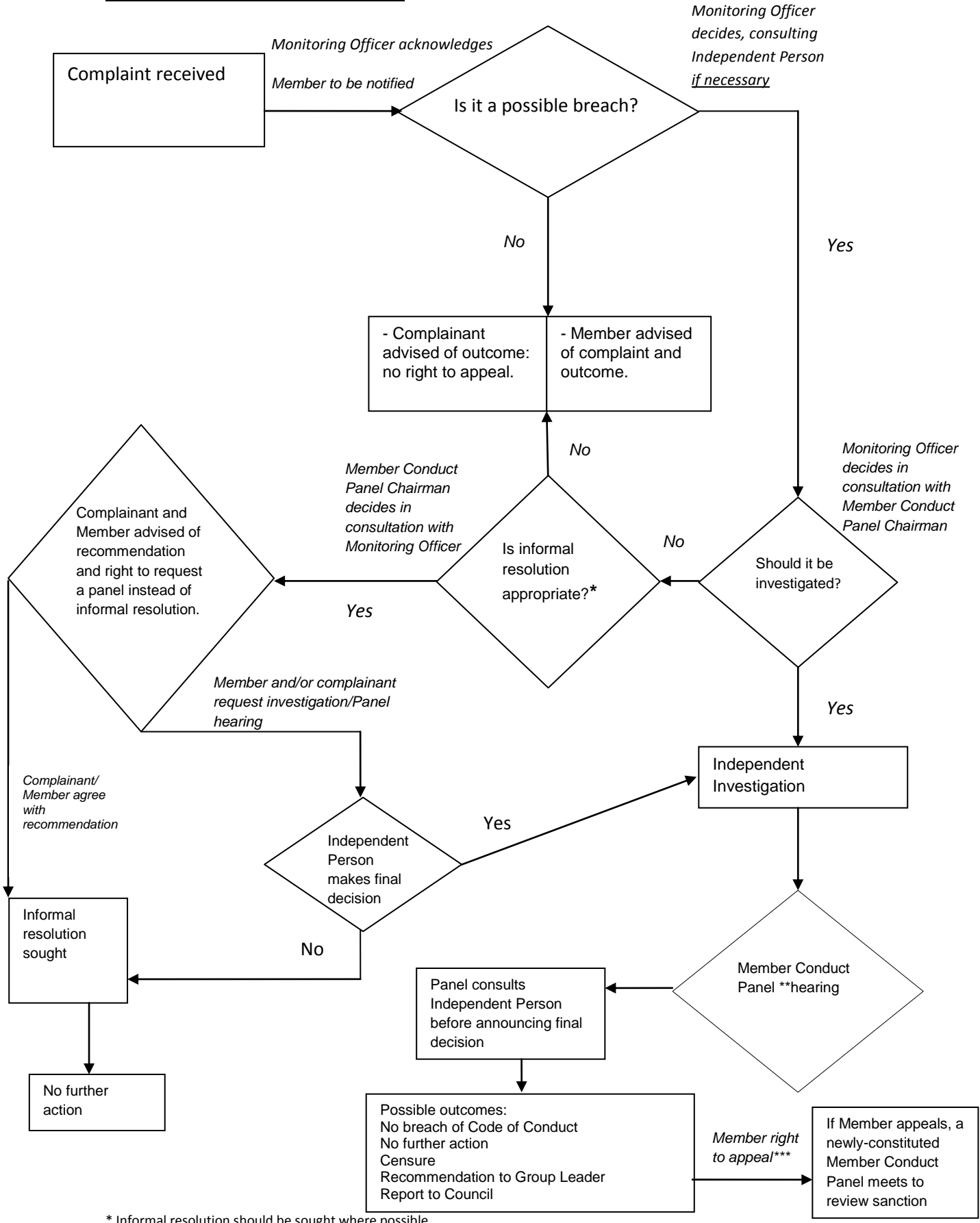


Complaints handling flow chart



* Informal resolution should be sought where possible.
 ** Three Members drawn from standing panel, chaired by Chairman of Council
 *** No right to appeal for complainant. Member can appeal to Member Conduct Appeals Panel on Sanction