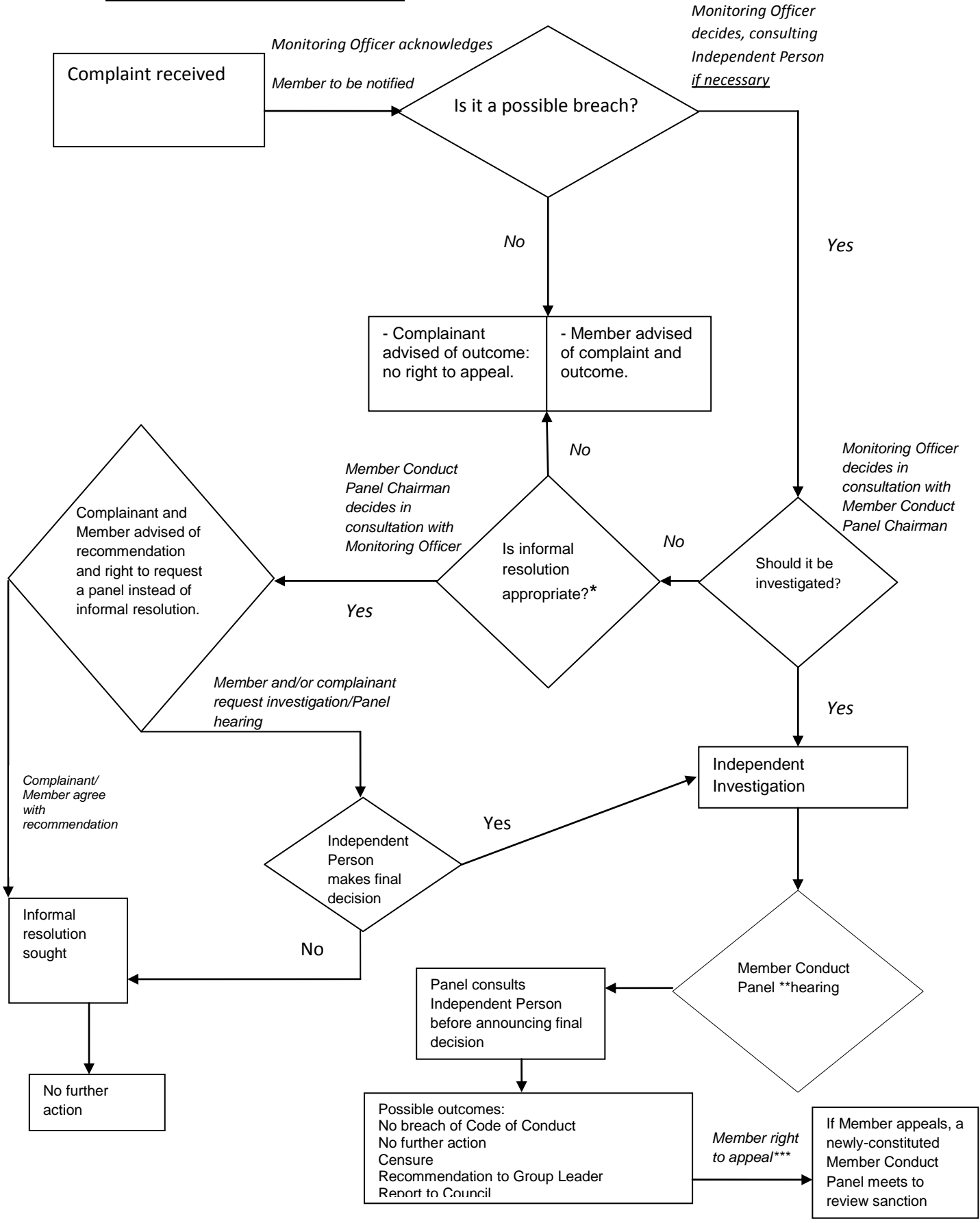


Complaints handling flow chart



* 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