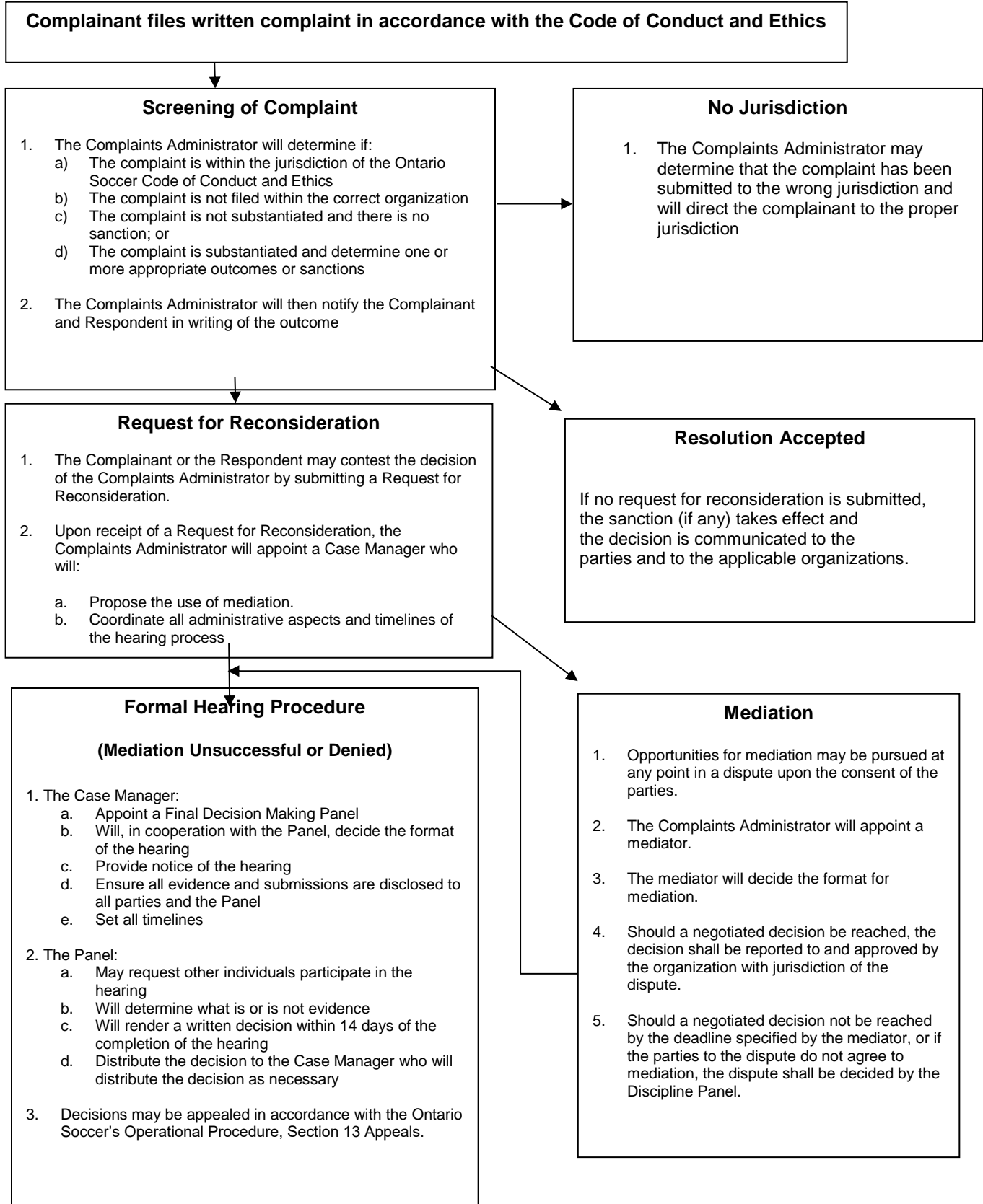


Complaints Process Flowchart



This flowchart is a quick guide only. Please see the full version of the Code of Conduct and Ethics for complete details.