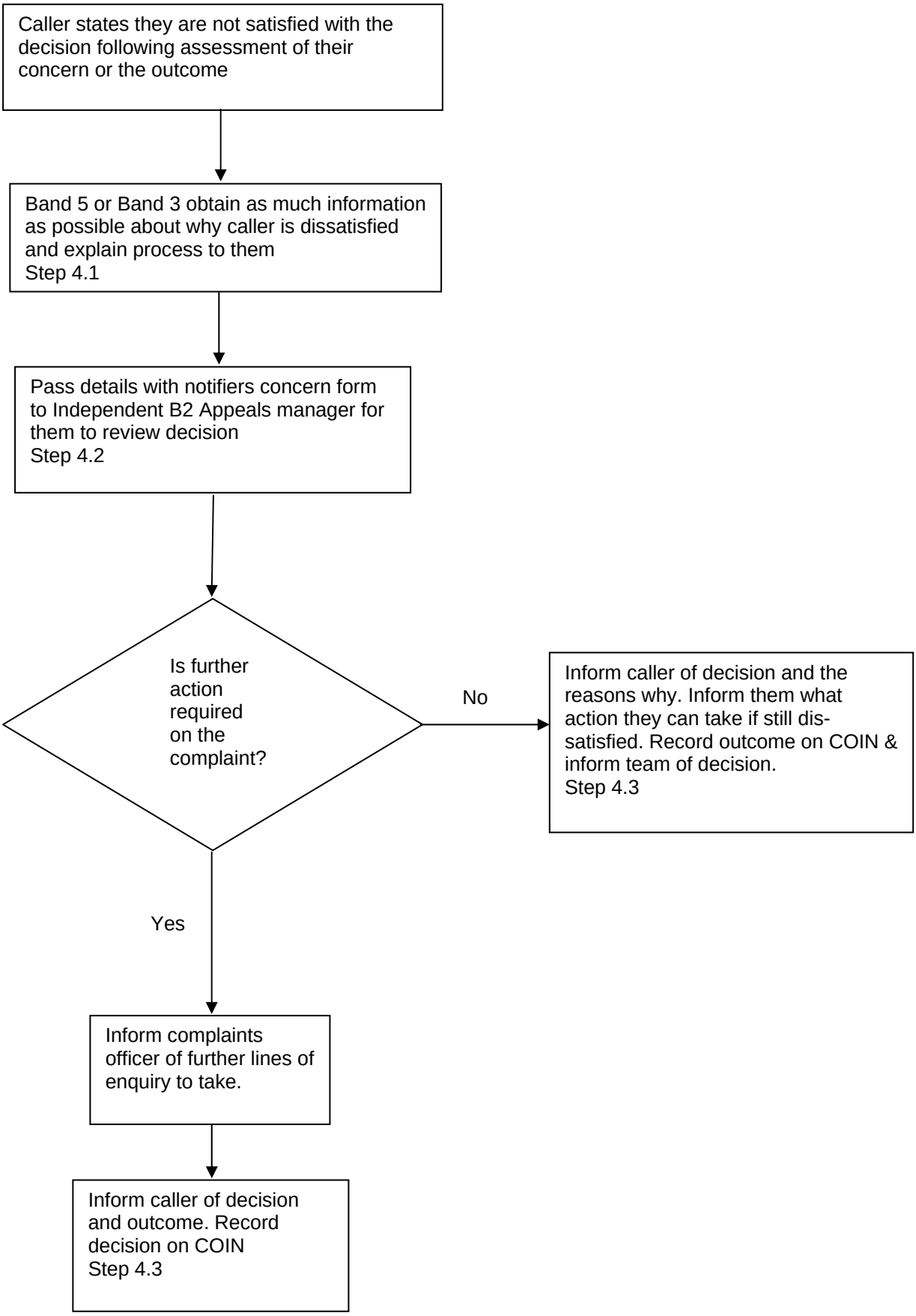
Complaints procedure flow chart

Stage 4 - The appeals process (FOD only)