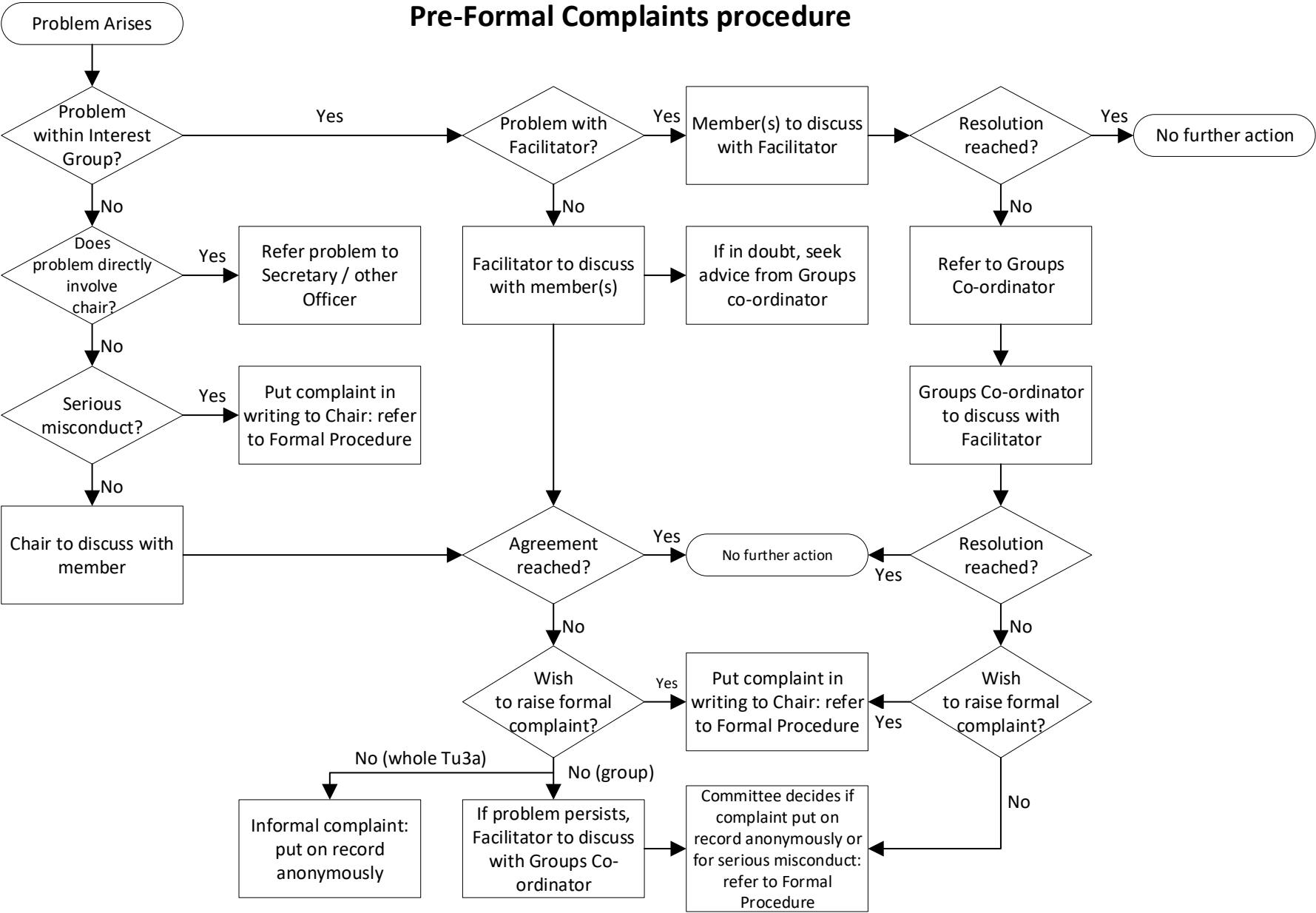
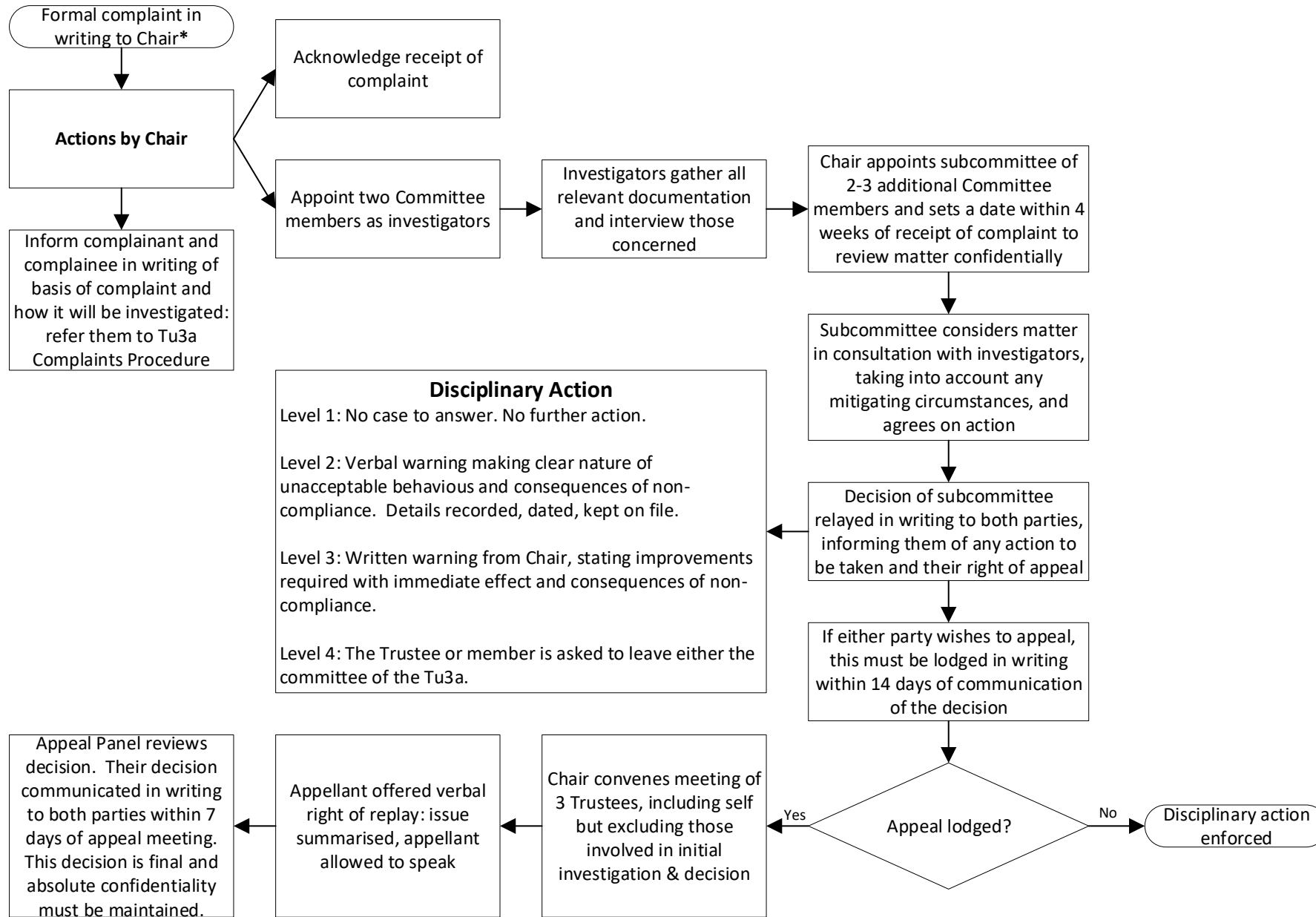


# Pre-Formal Complaints procedure



# Formal Complaints procedure



\* If the complaint directly involves the Chair, it should be addressed to the Secretary or other Officer.