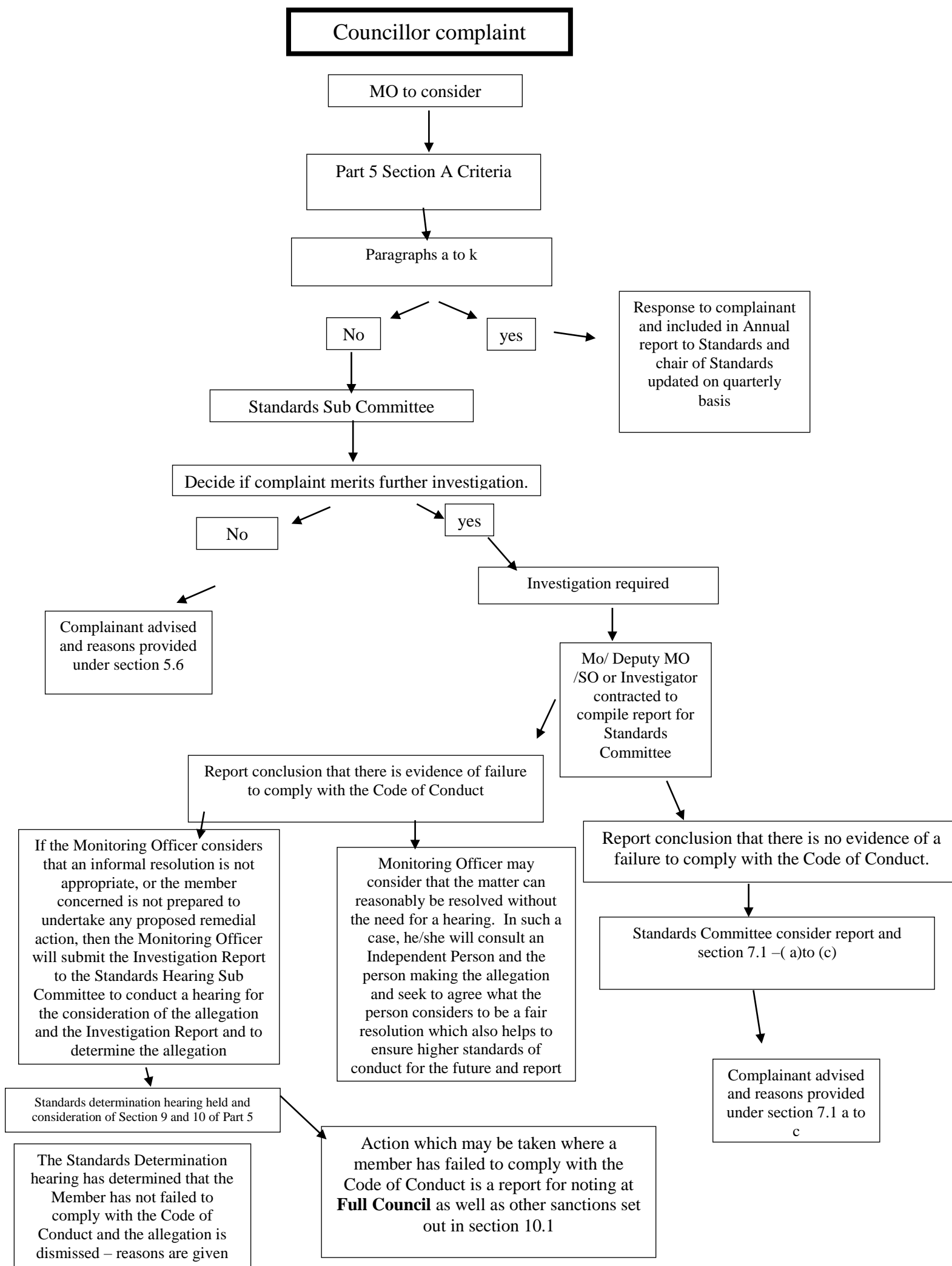


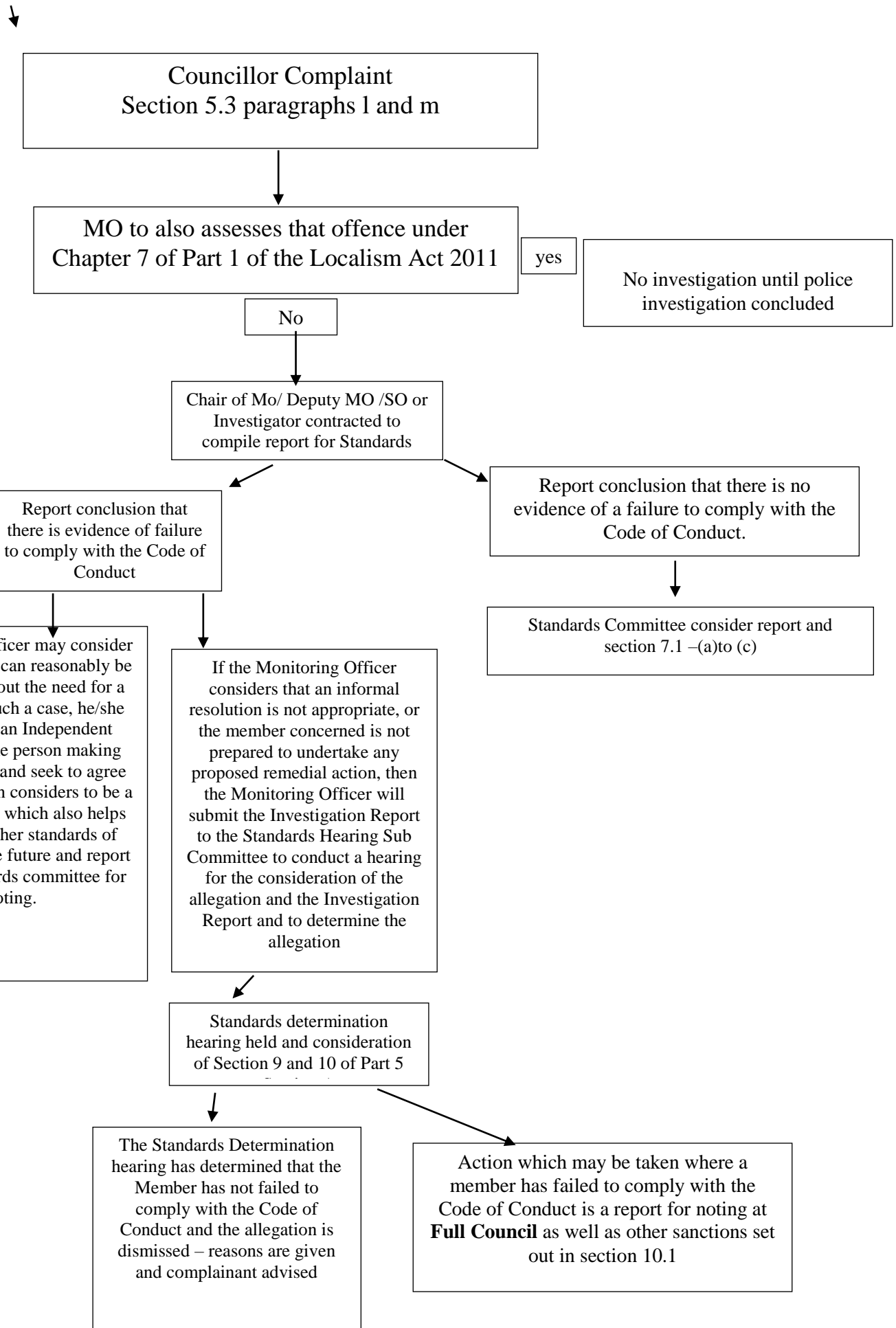
Complaint Process Flow Chart Section A Part 5 of the Constitution

There are two charts put forward to explain process for Section 5.3 initial assessments of Complaints. The first flow chart applies to Paragraphs a to k and the second flow chart applies to paragraphs l to m.

Complaint Process Flow Chart Section A Part 5 of the Constitution



Complaint Process Flow Chart Section A Part 5 of the Constitution



Complaint Process Flow Chart Section A Part 5 of the Constitution