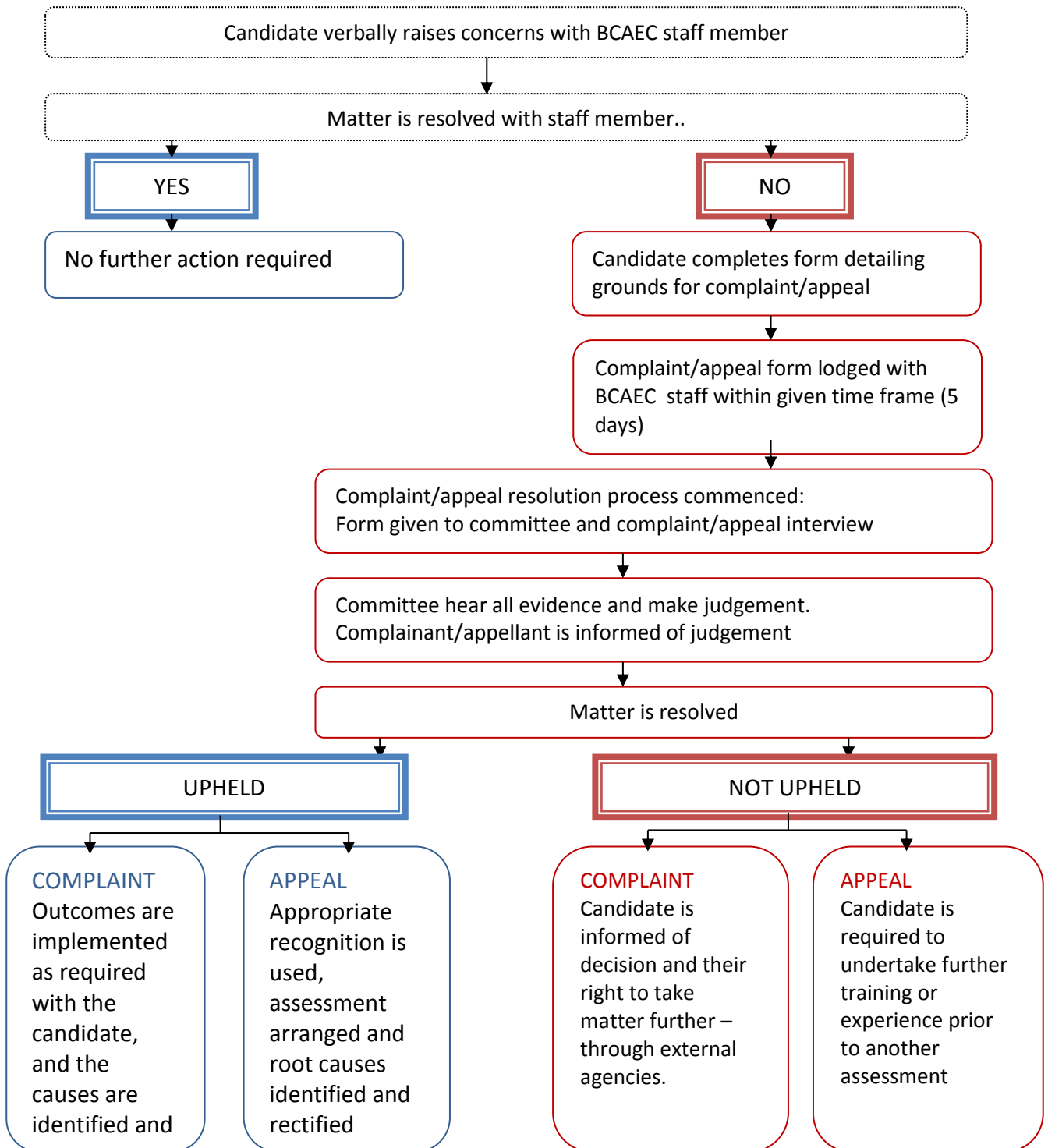


Complaint / Appeal Process Diagram



Please see Policy for full details of complaint/appeals at this centre