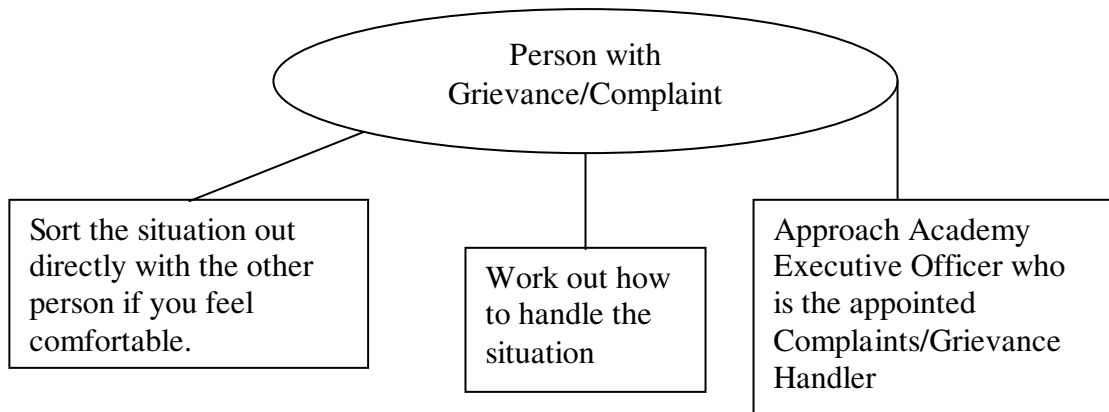


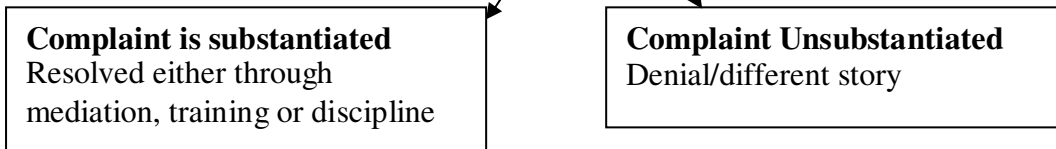
GRIEVANCE/COMPLAINT PROCEDURE- FLOWCHART



THE INVESTIGATION

The complaint/grievance handler will:

1. Record the details of the complaint
2. Decide if they are the best person to investigate the matter
3. If not they will refer the matter to the Board complaints committee
4. If yes, they will commence the investigation by talking to those involved wherever practicable.
5. Decide if



FURTHER INVESTIGATION

1. Talk to witnesses
2. Check any other evidence
3. Continue to interview or re-interview parties.

