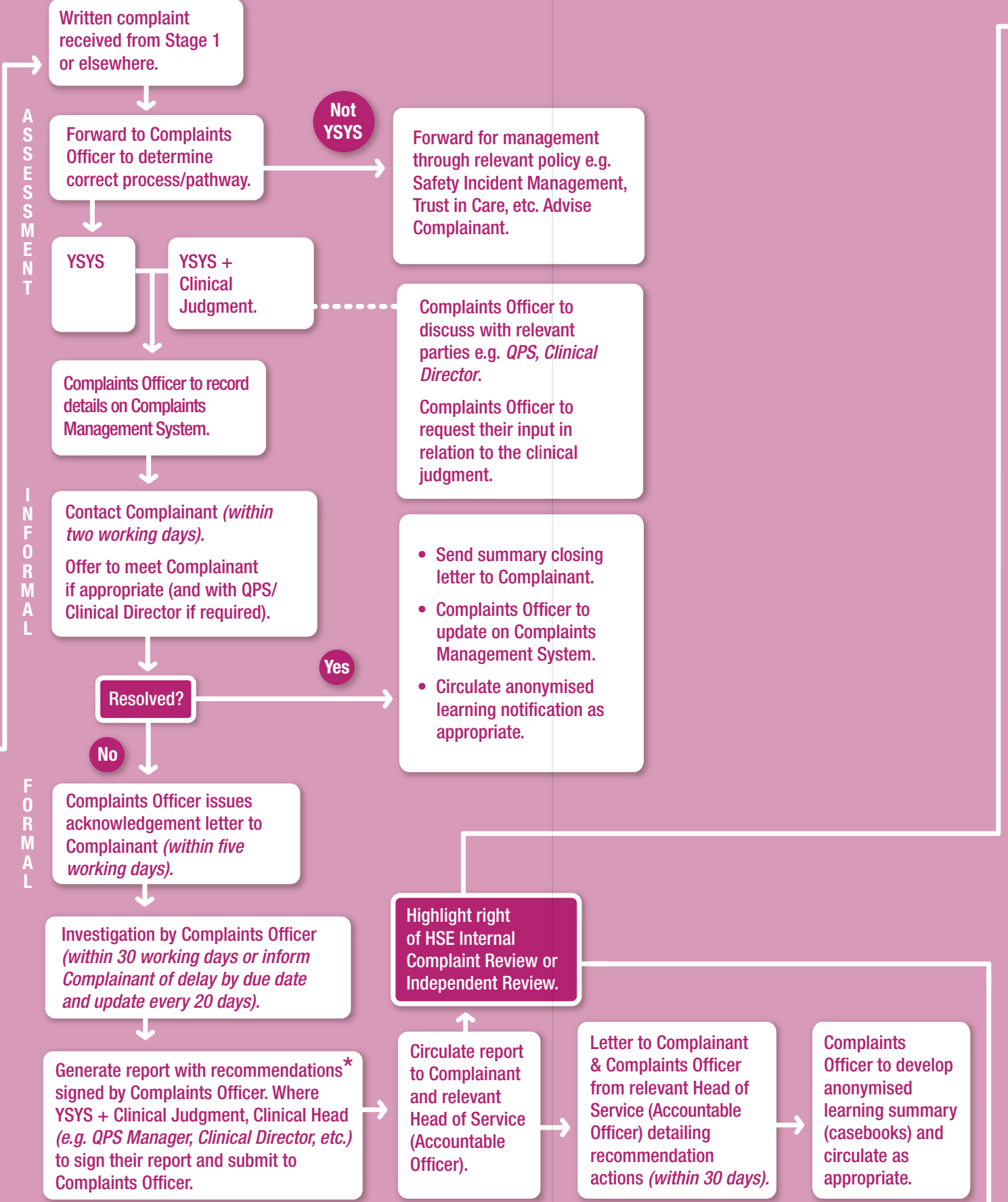


Stage 1 HSE Point of Contact Resolution

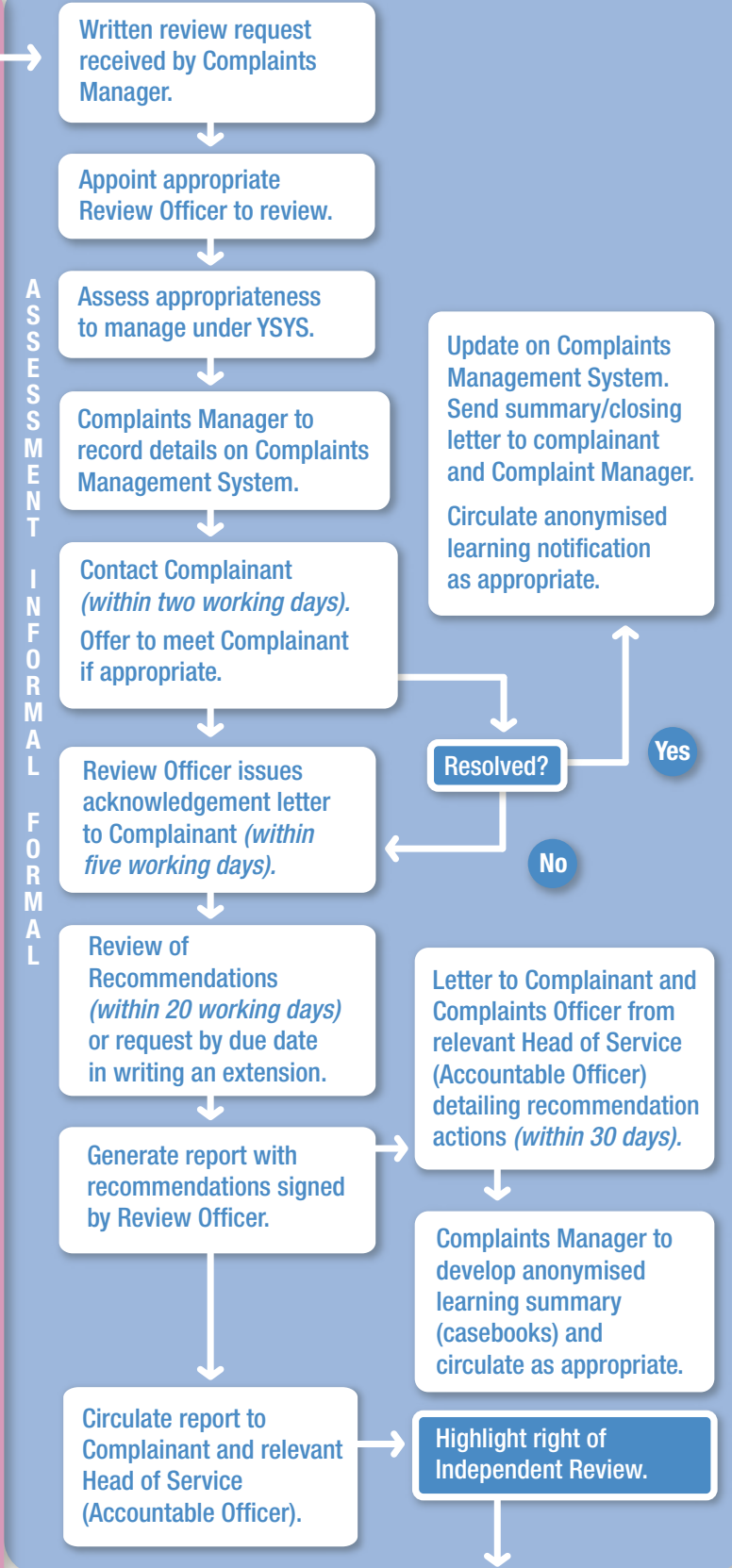


Stage 2 HSE Formal Investigation Process



* All complaint reports must include a recommendation(s). Where a complaint is not upheld, the recommendation of the Complaints Officer is that the complaint is not upheld.

Stage 3 HSE Internal Complaint Review



Stage 4 Independent Review

Office of the Ombudsman/Ombudsman for Children's Office or other professional or regulatory bodies.