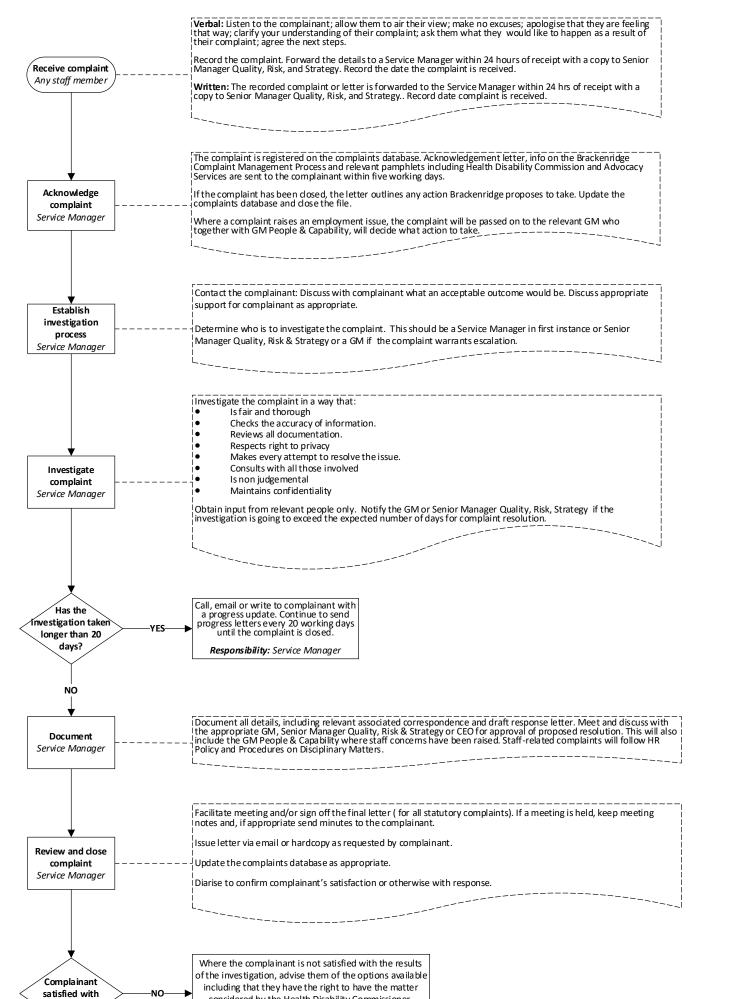


APPENDIX 1

Complaints process

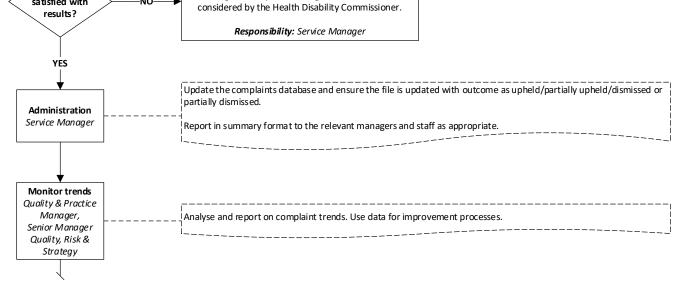
August 2021



KEY: Process

Procedure

Decision



Complaints Policy Approved 8 Oct 2021

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