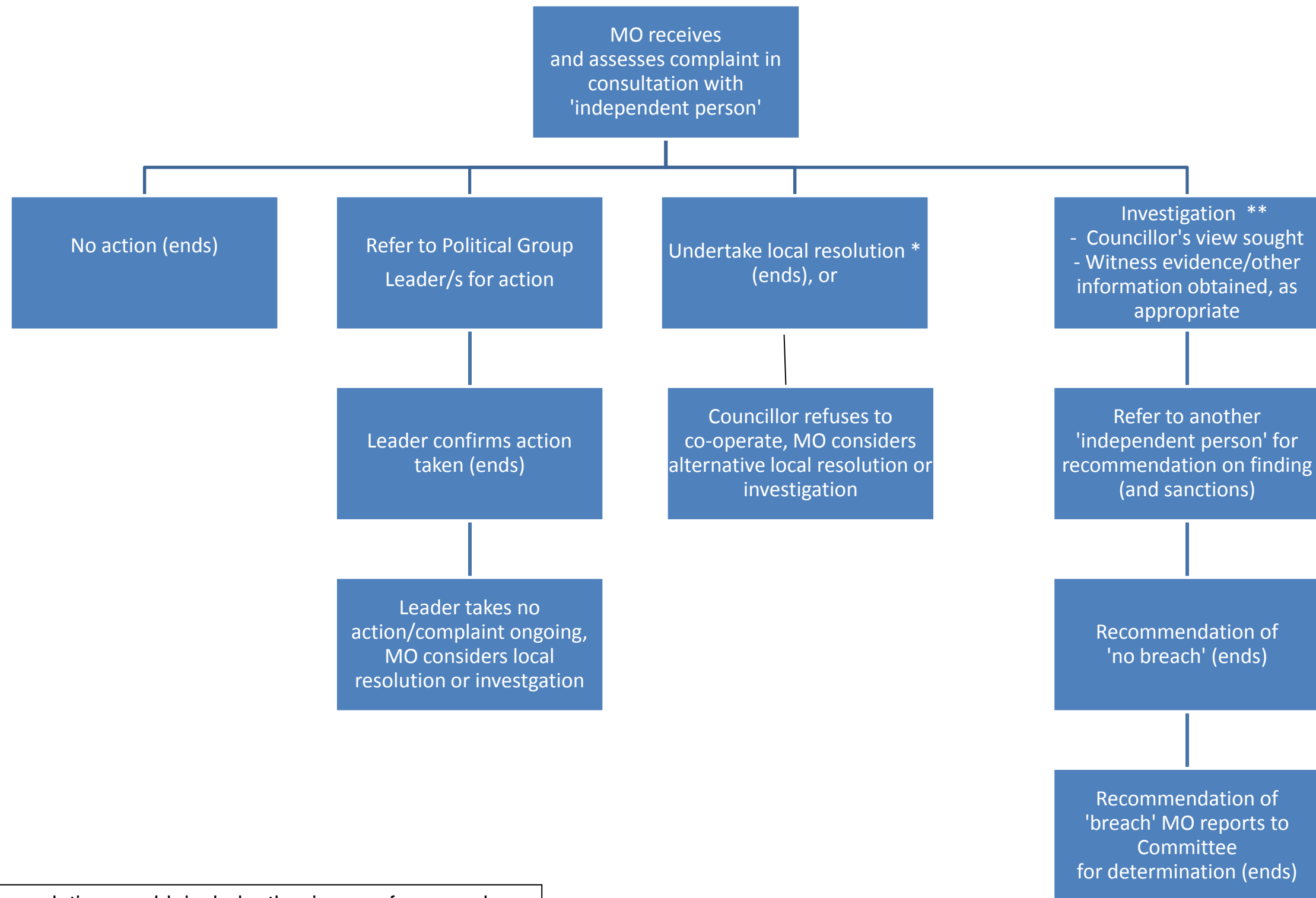


STANDARDS COMPLAINTS PROCEDURE



* local resolution could include the issue of an apology, provision of training or other action

** an investigation is a process dealt with by written representations