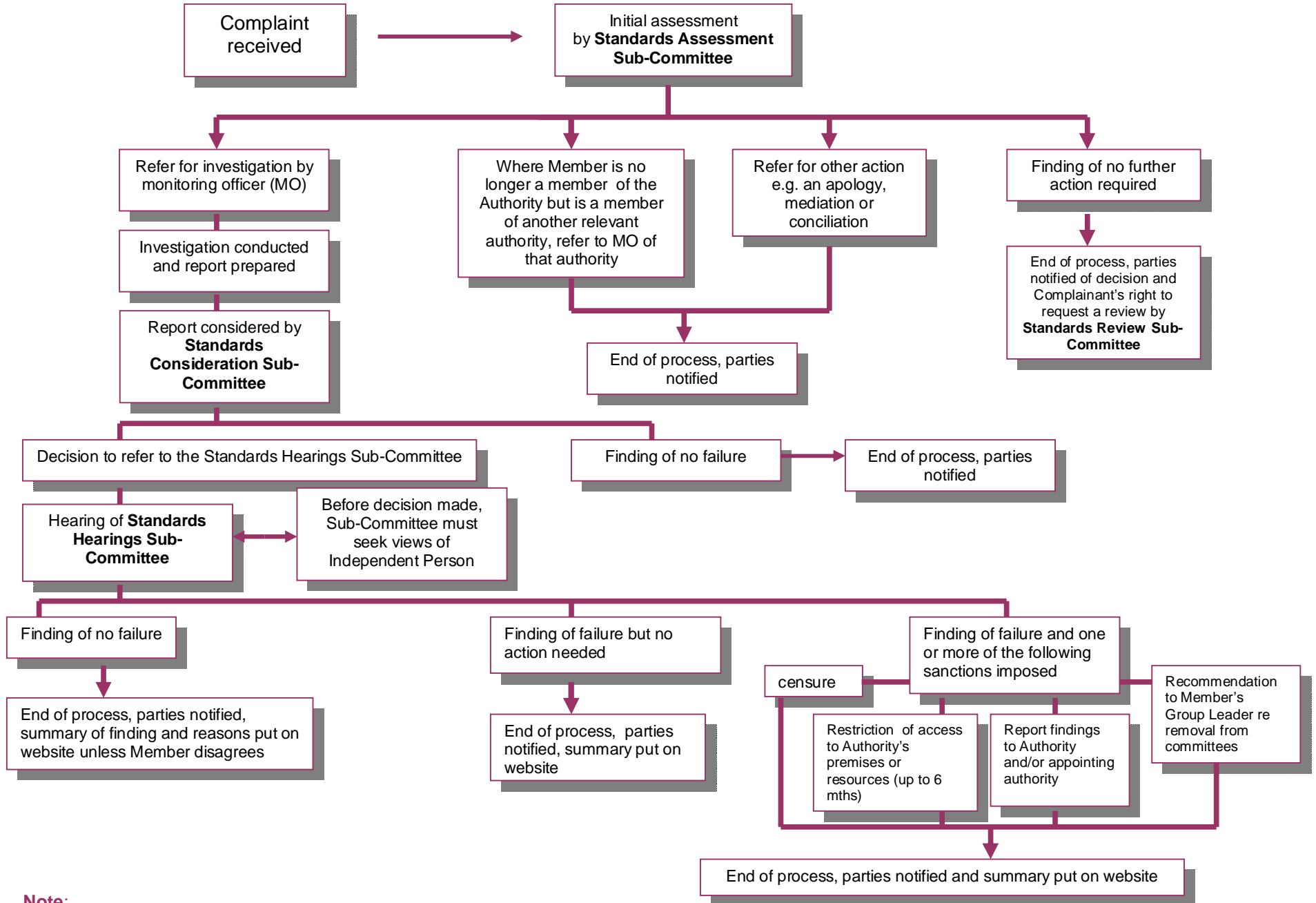


MEMBERS' CODE OF CONDUCT – COMPLAINT HANDLING FLOWCHART



Note:

- If confidentiality is requested by the complainant you may need to amend the notification stages of this process.