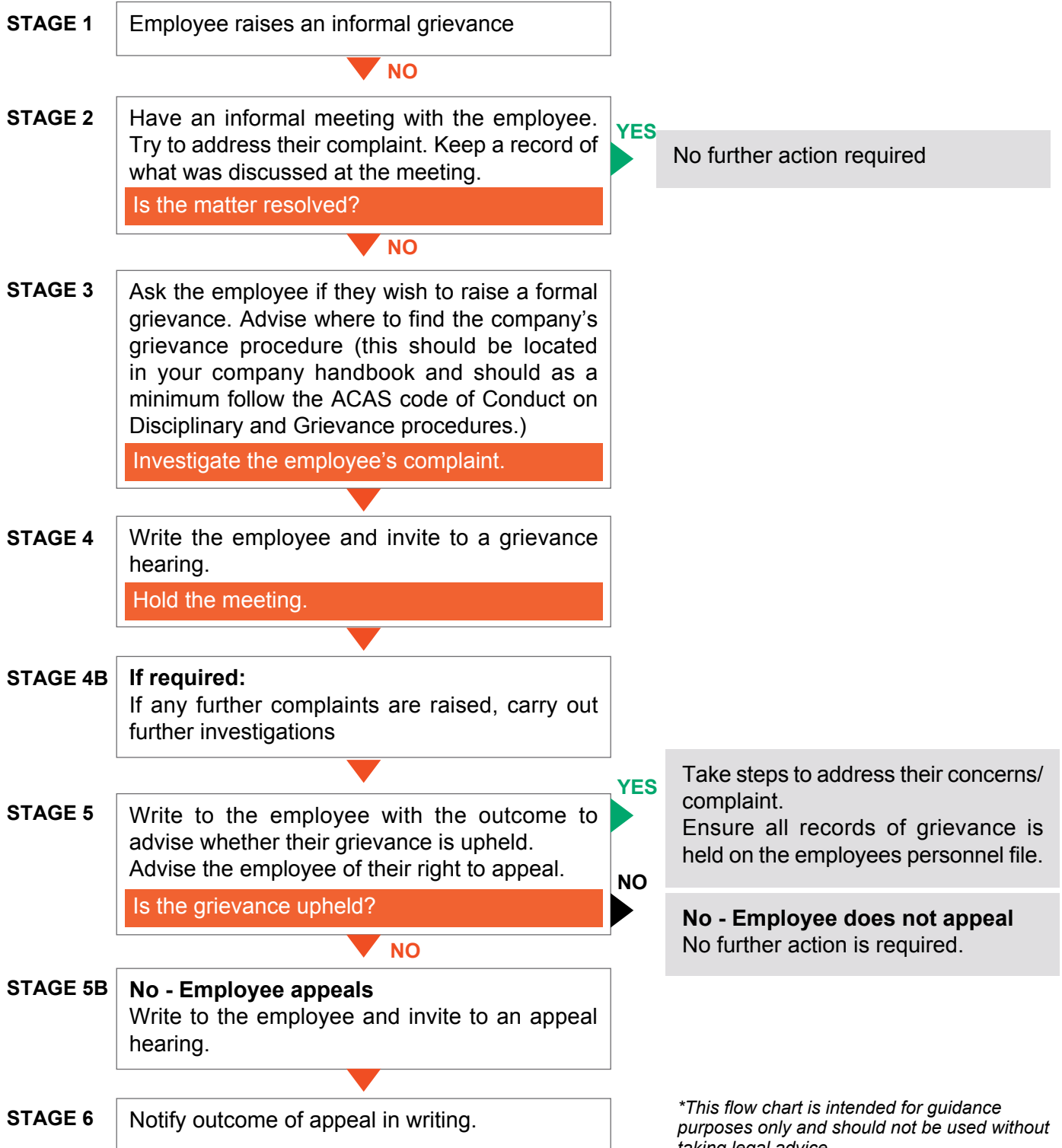


Grievance procedure flowchart*



**This flow chart is intended for guidance purposes only and should not be used without taking legal advice*