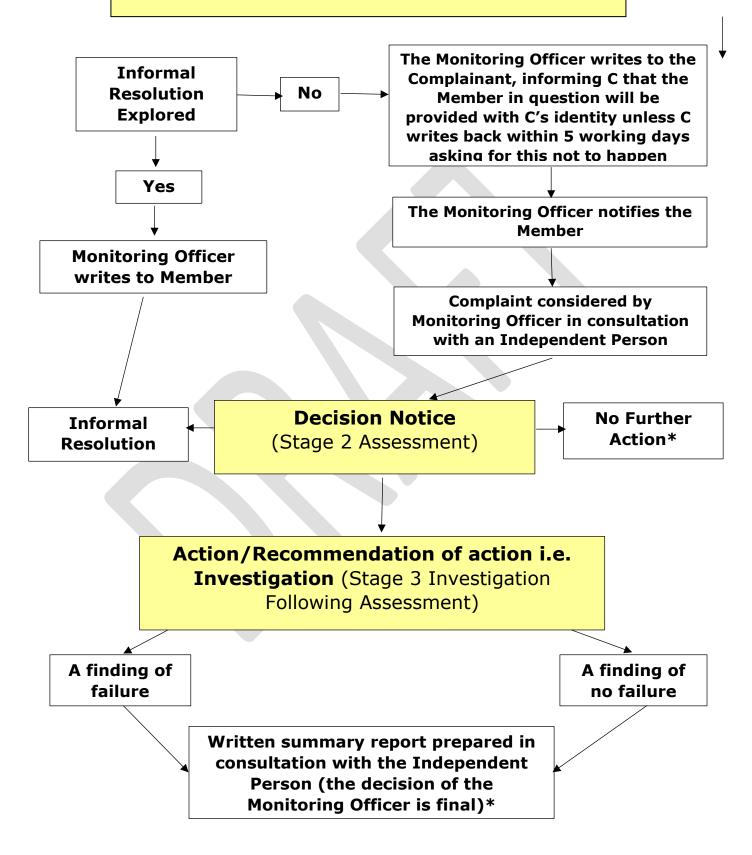
COMPLAINTS PROCEDURE FLOWCHART

Complaint received in writing by the Monitoring Officer (Stage 1 How to Complain)



* Subject to the jurisdiction of the Local Government Ombudsman