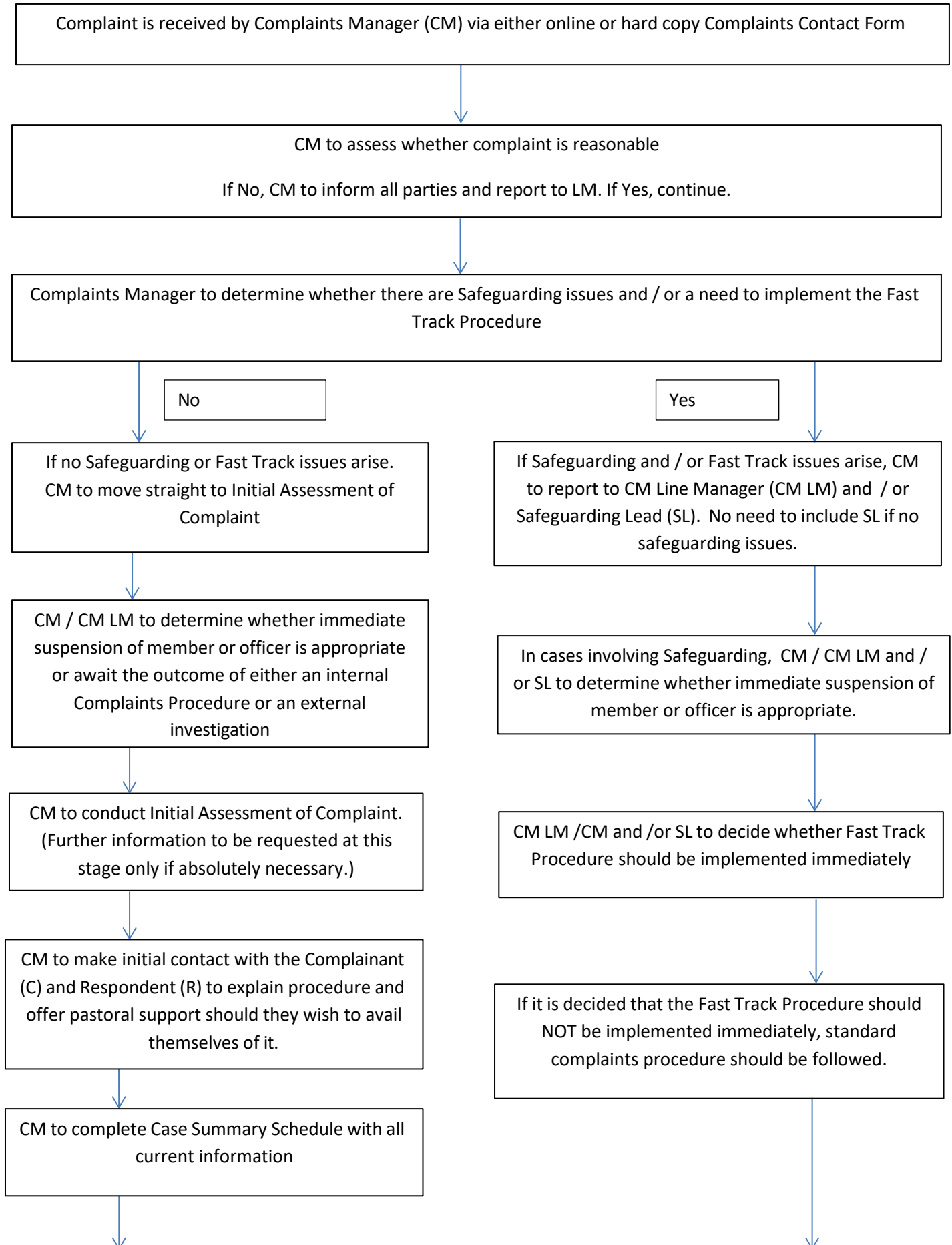
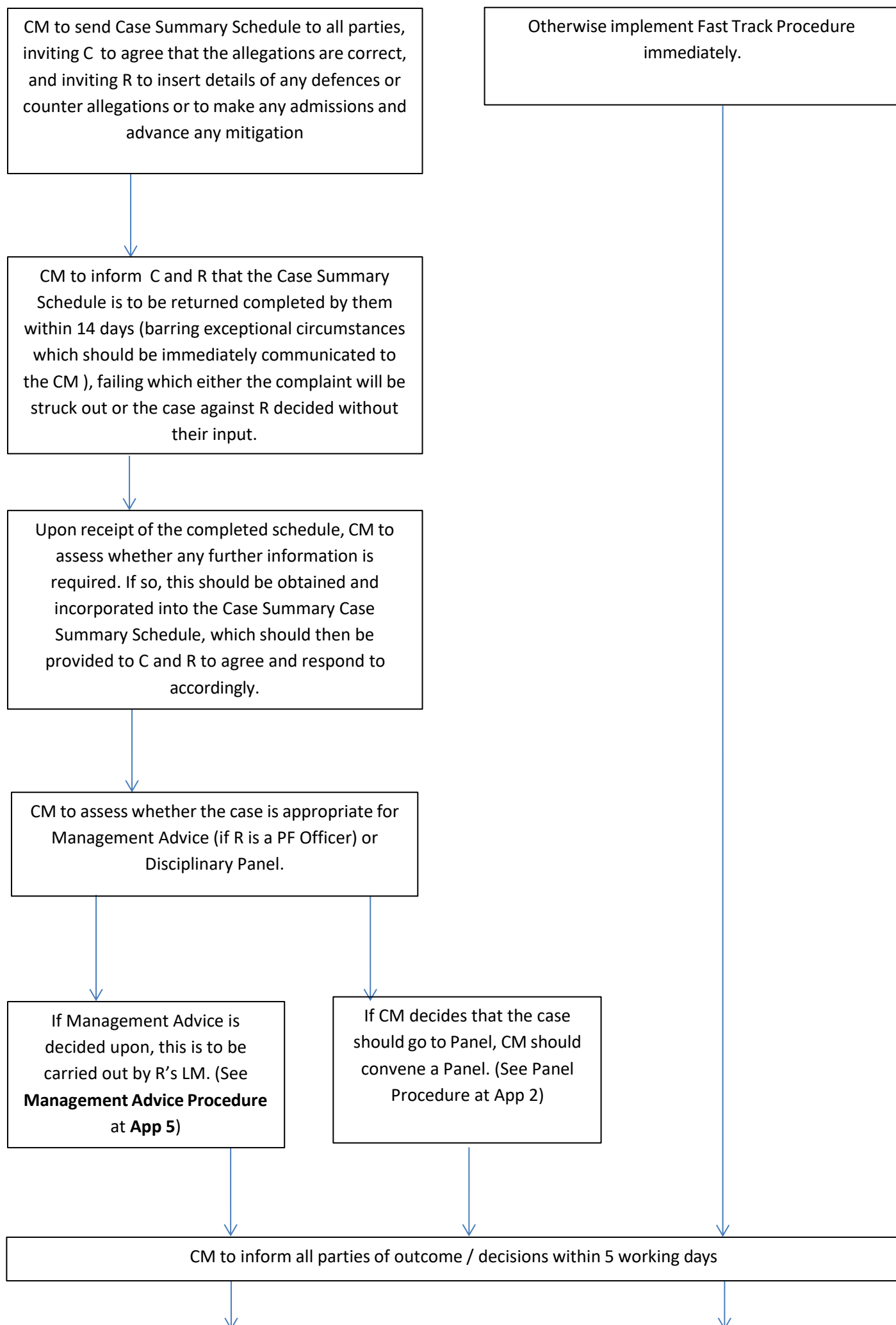


APPENDIX 1 - COMPLAINTS & DISCIPLINARY PROCEDURE

(To be used for Internal and External Complaints)





No Appeal.

If there is an Appeal against the Panel's decision(s), see Appeal Procedure at App 3.

CM to inform all parties of outcome / decisions within 5 working days

CM to complete case review and report to LM.

END PROCESS