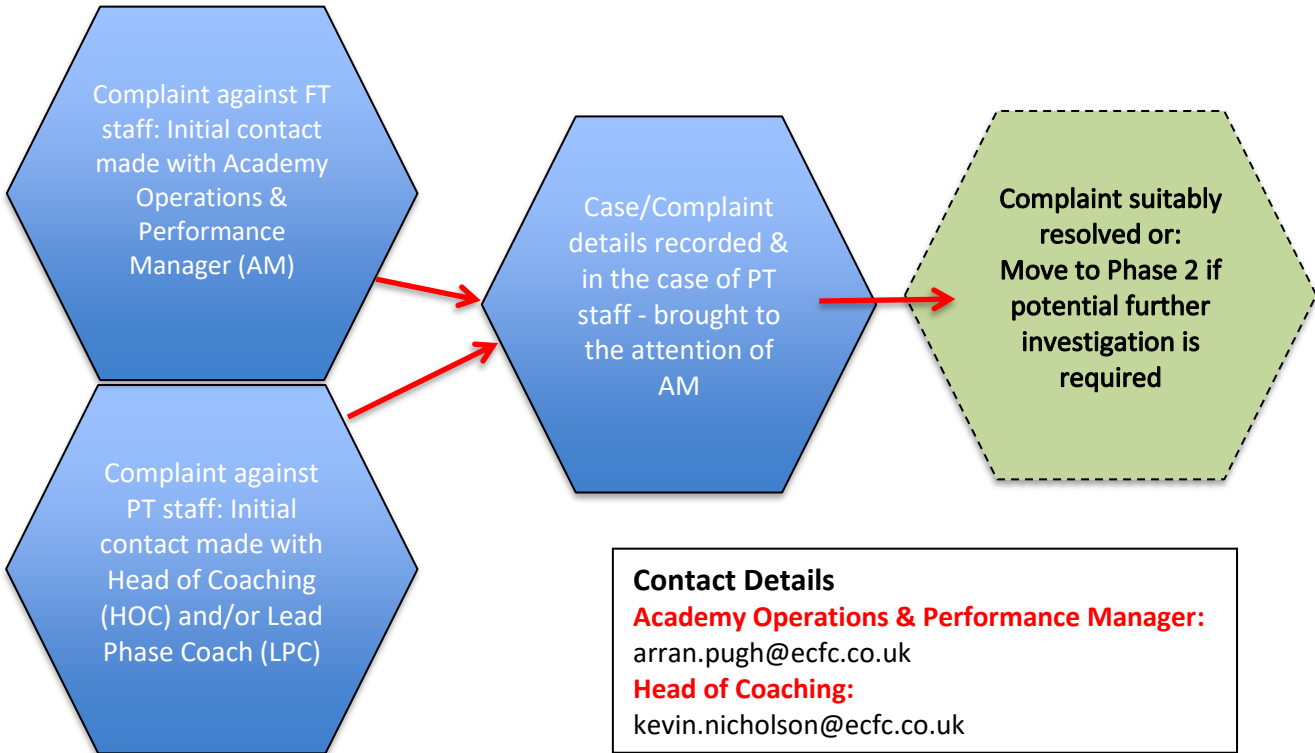


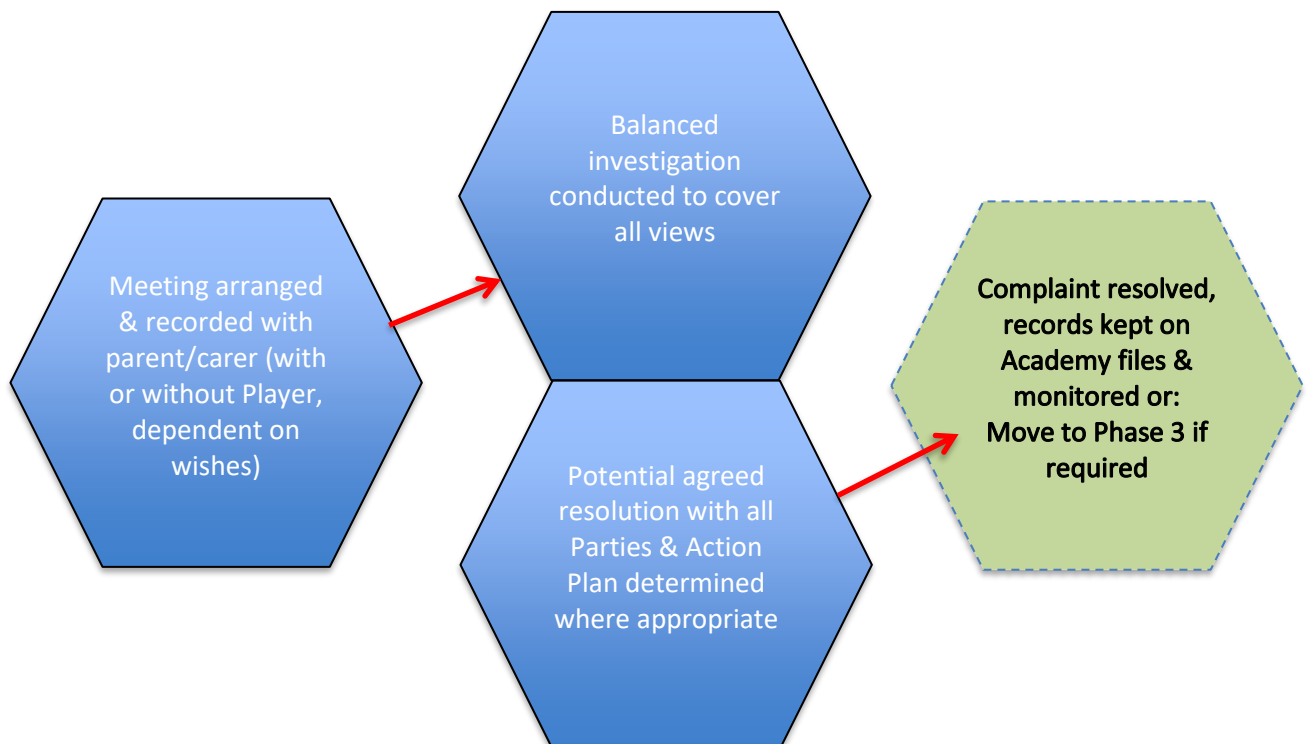


Academy Generic Complaints Procedure Model

1st Phase. Information Gathering & Collation.



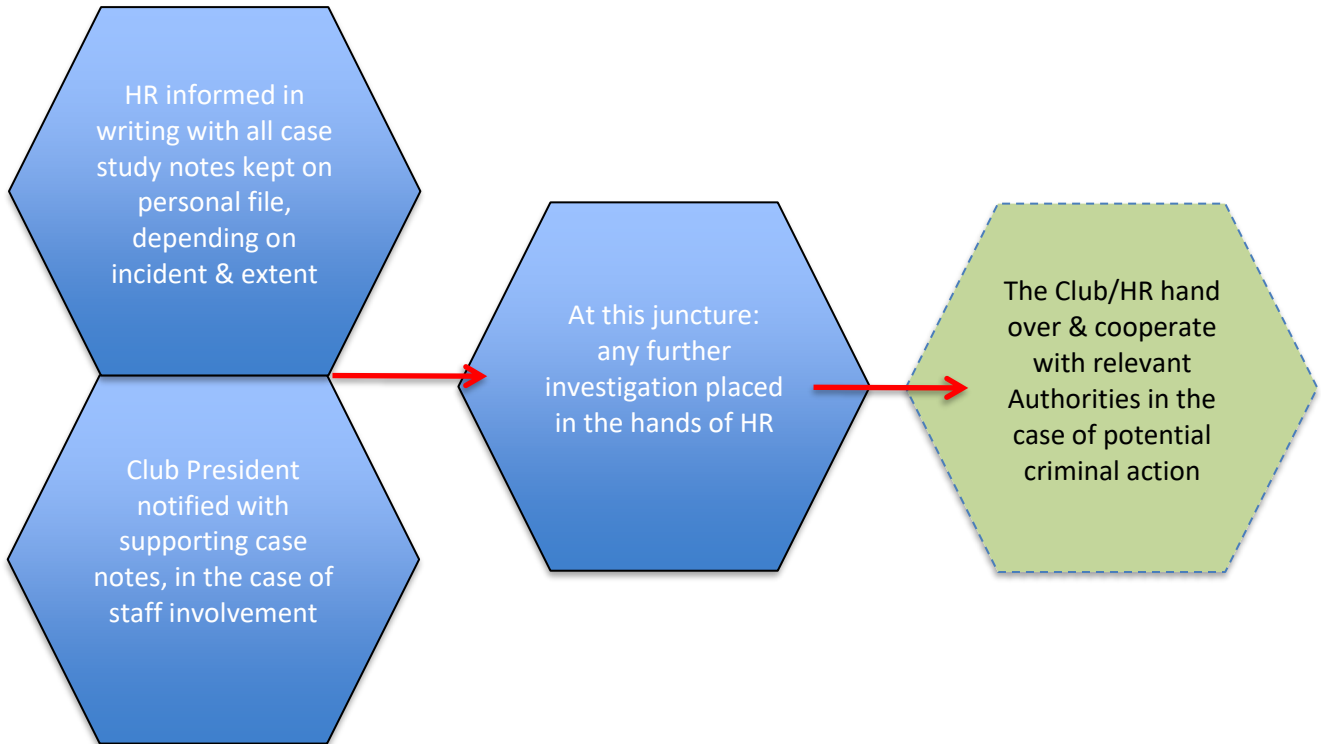
2nd Phase. Communication & Potential Early Resolution.





Academy Generic Complaints Procedure Model

3rd. Phase. Continuation & Potential Further Action.



4th. Phase. Findings & Appeals.

