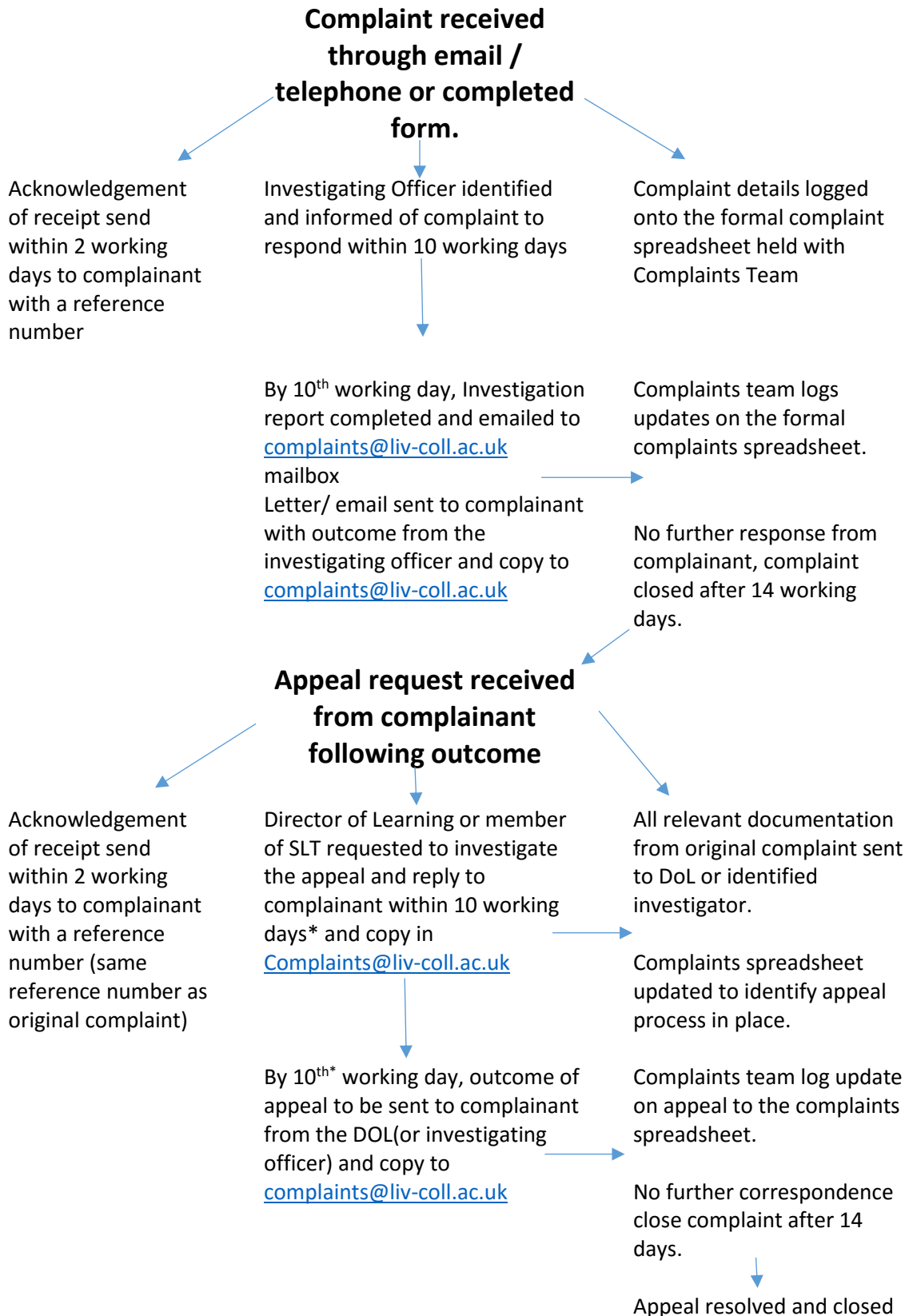


Formal Complaints Process



**Appeals – where possible we aim to respond within 10 working days, however each case is dealt with on a case by case process and may require longer to gather relevant evidence for the investigation. Should this happen the complainant must be kept informed.*