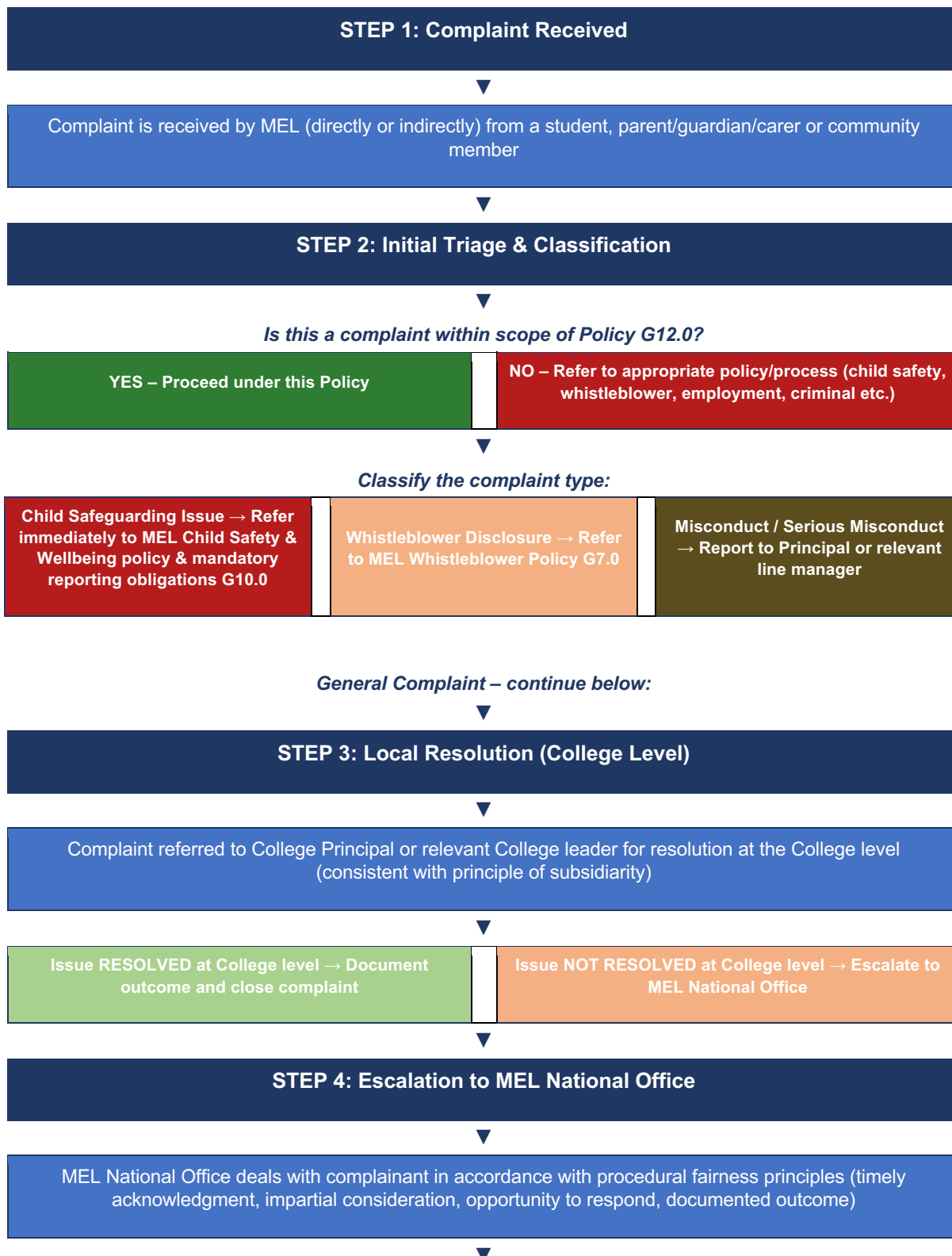
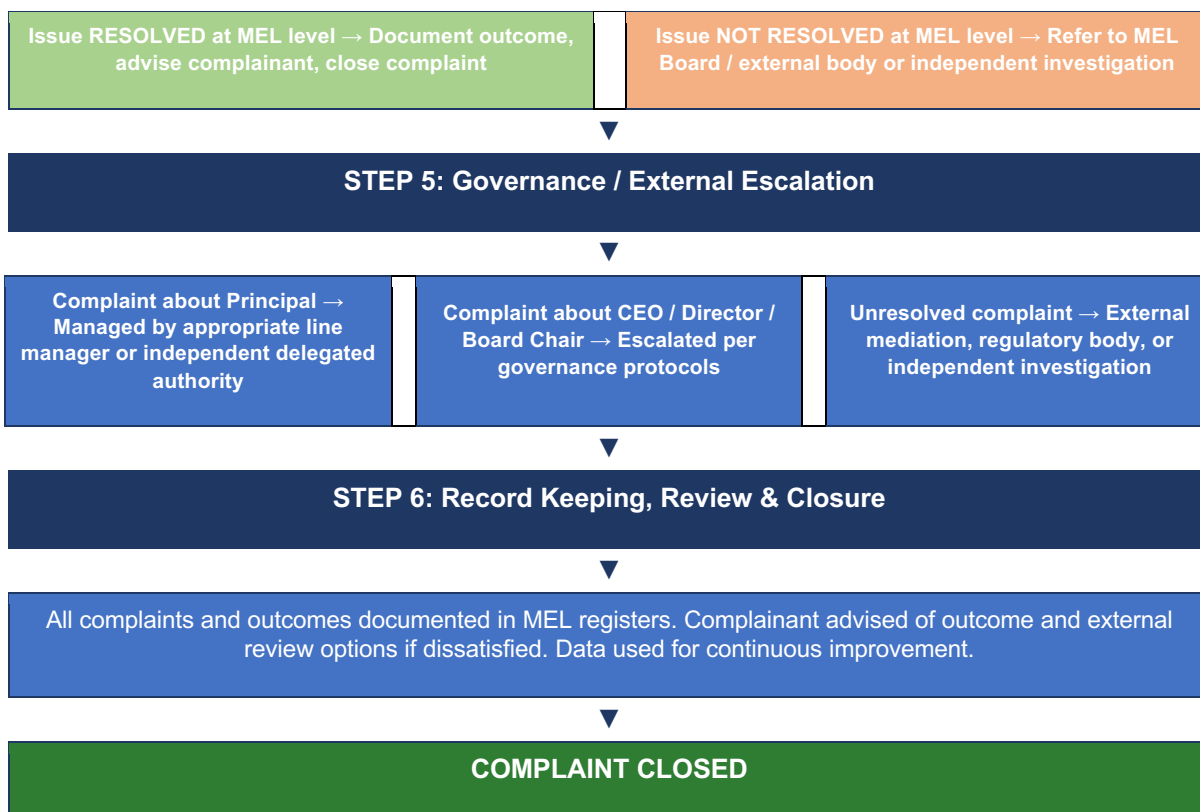




G12.0 Complaints Management Procedure FLOWCHART

Flowchart – Updated August 2026





At all stages: maintain confidentiality, ensure safety of all parties (especially children), apply procedural fairness, provide support to complainant and subject of complaint, and comply with mandatory reporting obligations.