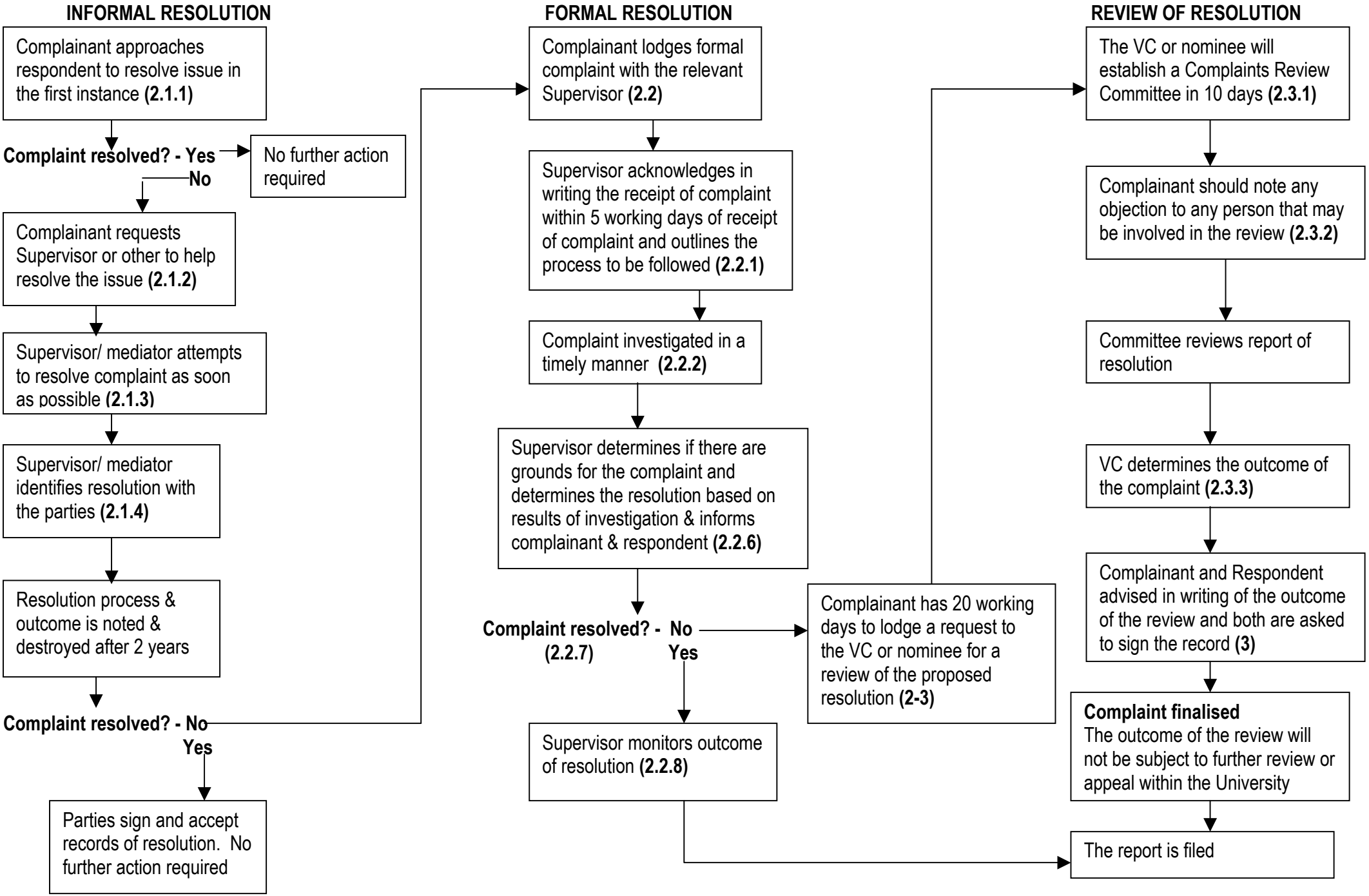
TOOL KIT

FLOWCHART OF STAFF COMPLAINTS PROCESS IN GUIDELINES