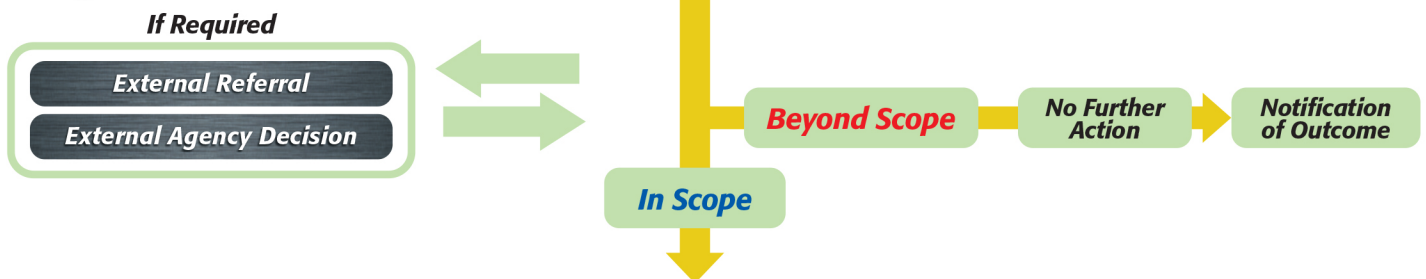


# Formal Complaints Process Steps

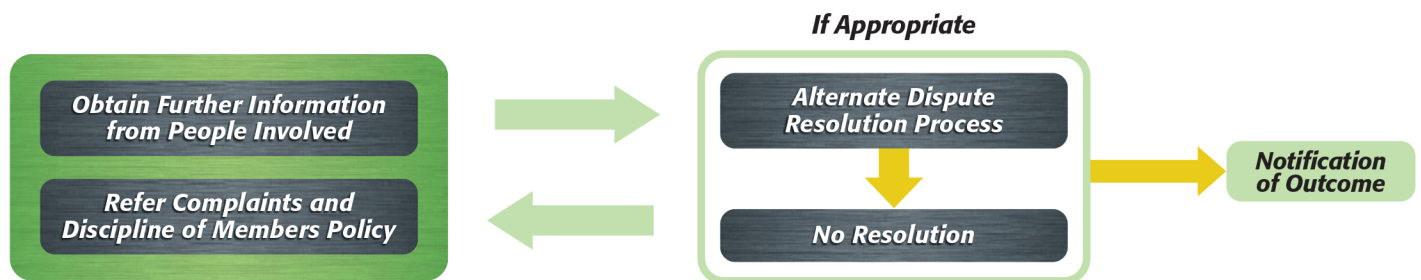
## Step 1 Complaint Received

KA Complaints Form

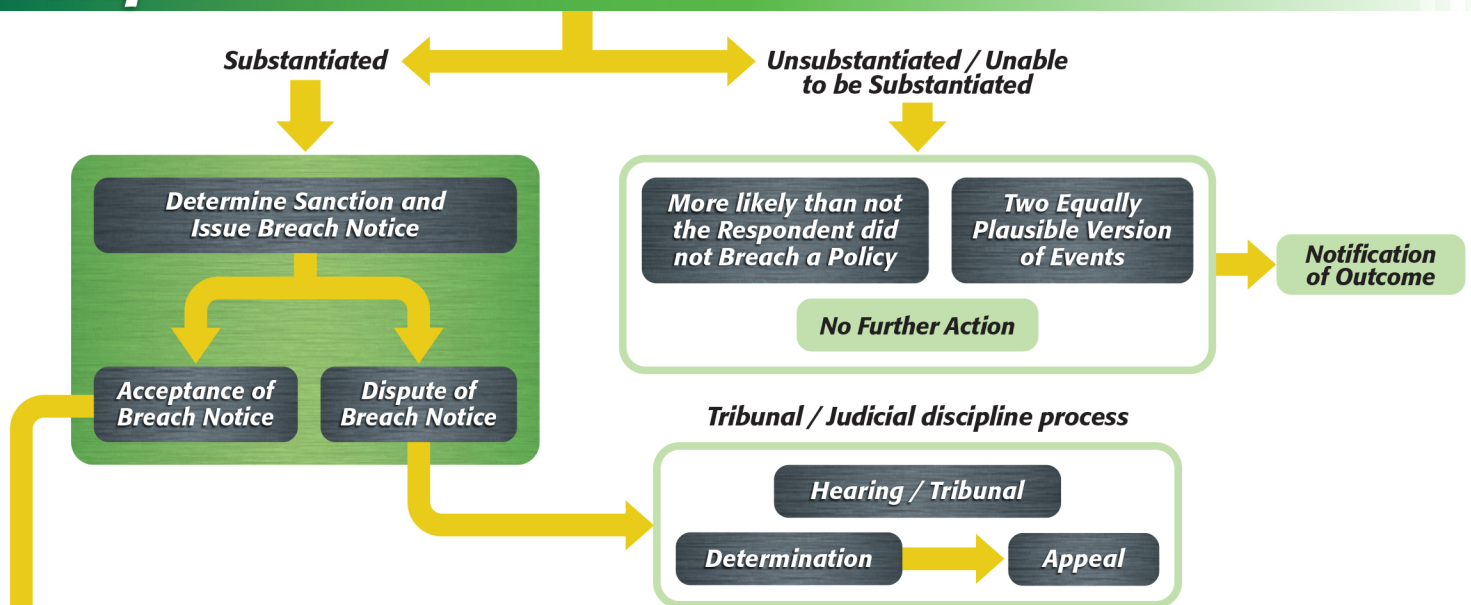
## Step 2 Initial Evaluation



## Step 3 Assessment / Investigation



## Step 4 Outcome



## Step 5 Finalisation

