

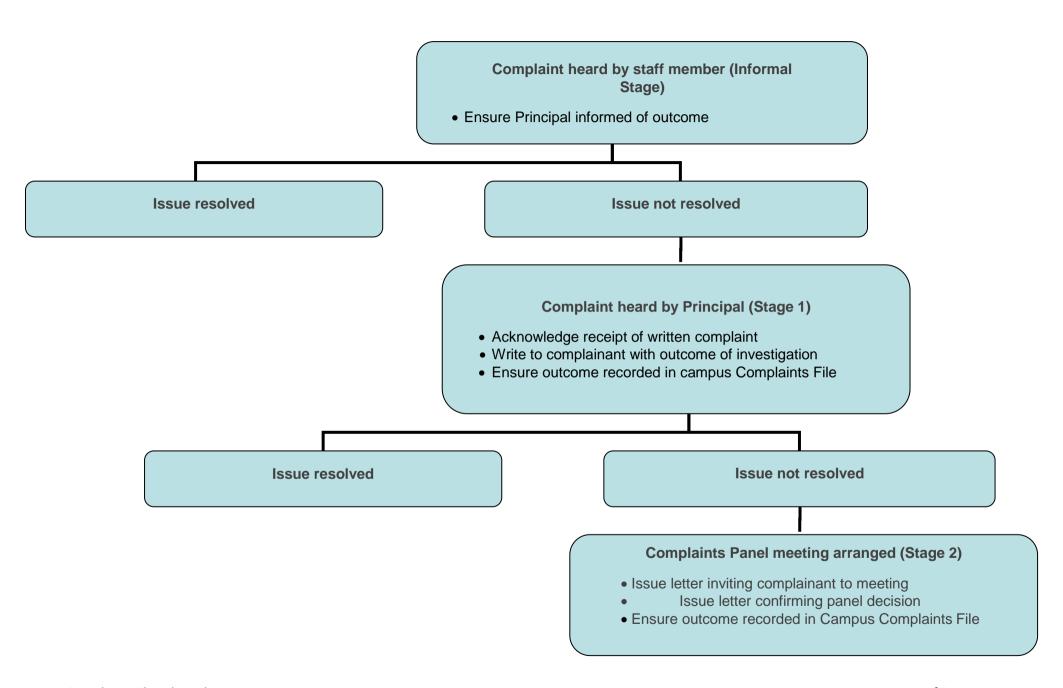
Complaints Flowchart

Policy Number: BVIS HN _01

Description: This flowchart is to be used in conjunction with the

Complaints Policy.

Version No.	Amendments	Issue Date	Issued By
01	Revised	June 2013	RMD
02	Revised and rebranded	August 2018	MJS
03			
04			
05			



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