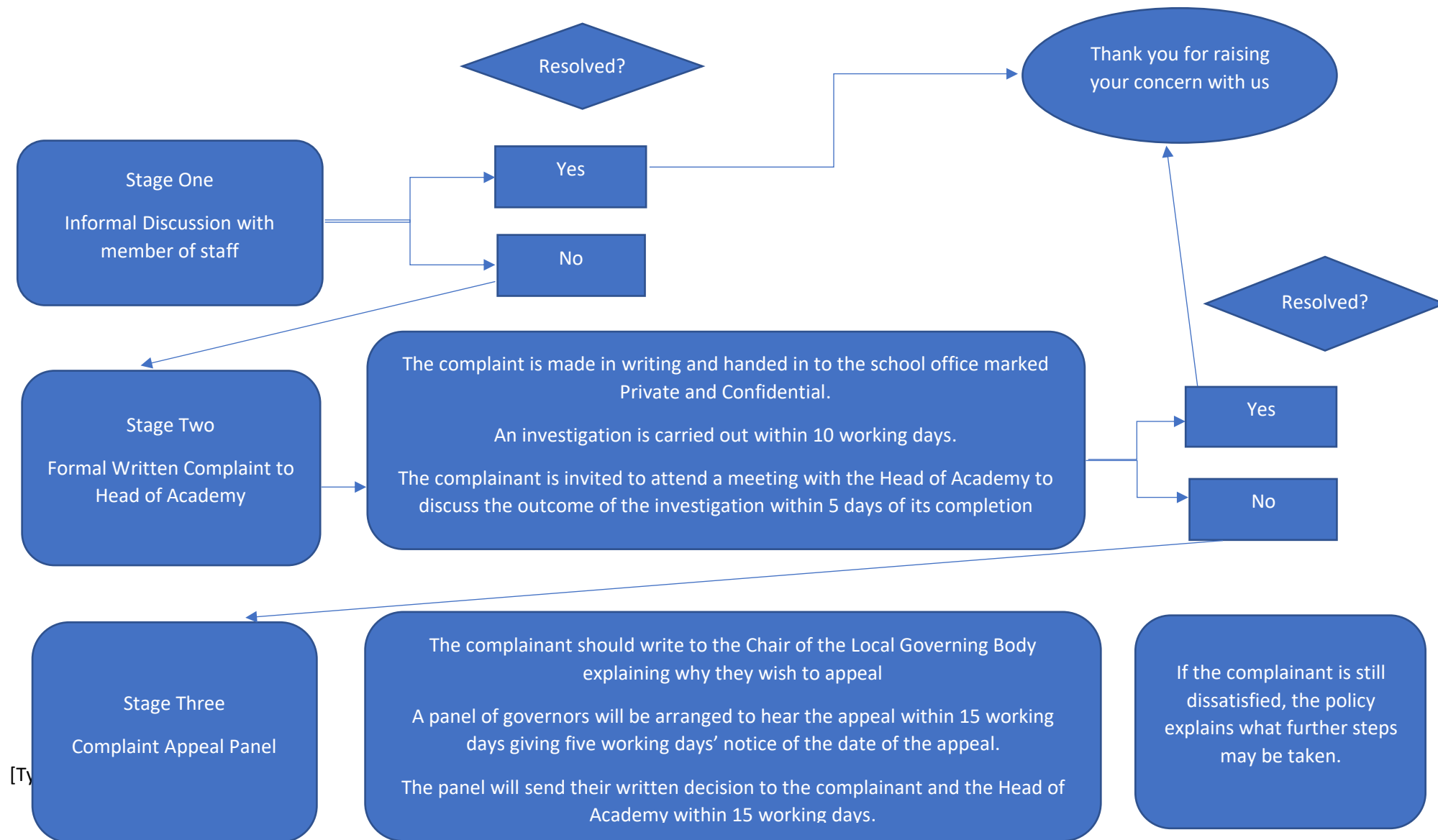


If you have a concern you wish to raise concerning anyone else other than those listed in the flow chart below, please refer to the policy or contact us at enquiries@bwaf.net for further support and guidance.

Appendix A: Flowchart summary of dealing with complaints



[TY