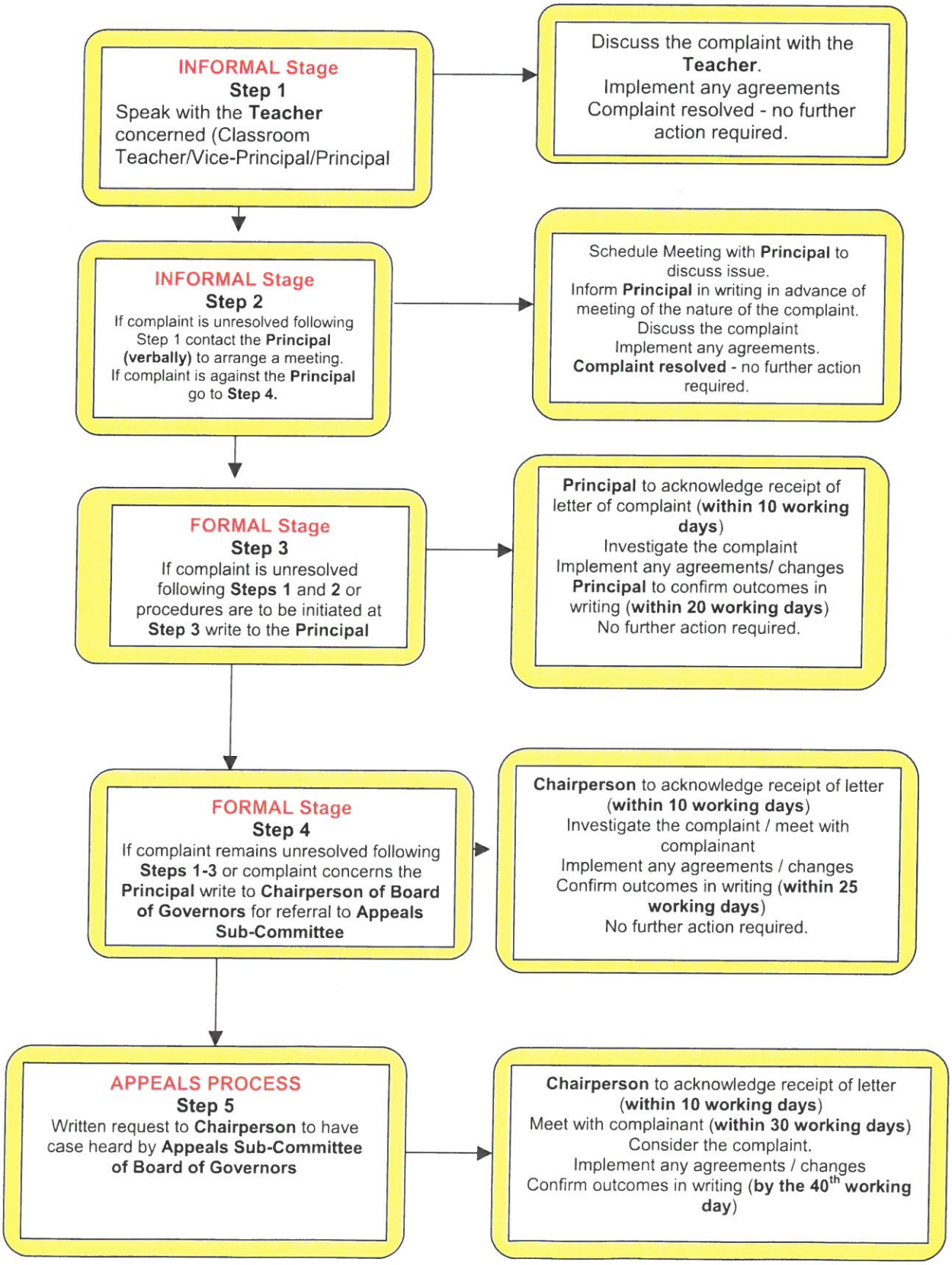
Annex 1

PARENTAL COMPLAINTS PROCEDURE FLOW CHART

(With timescale for responses)