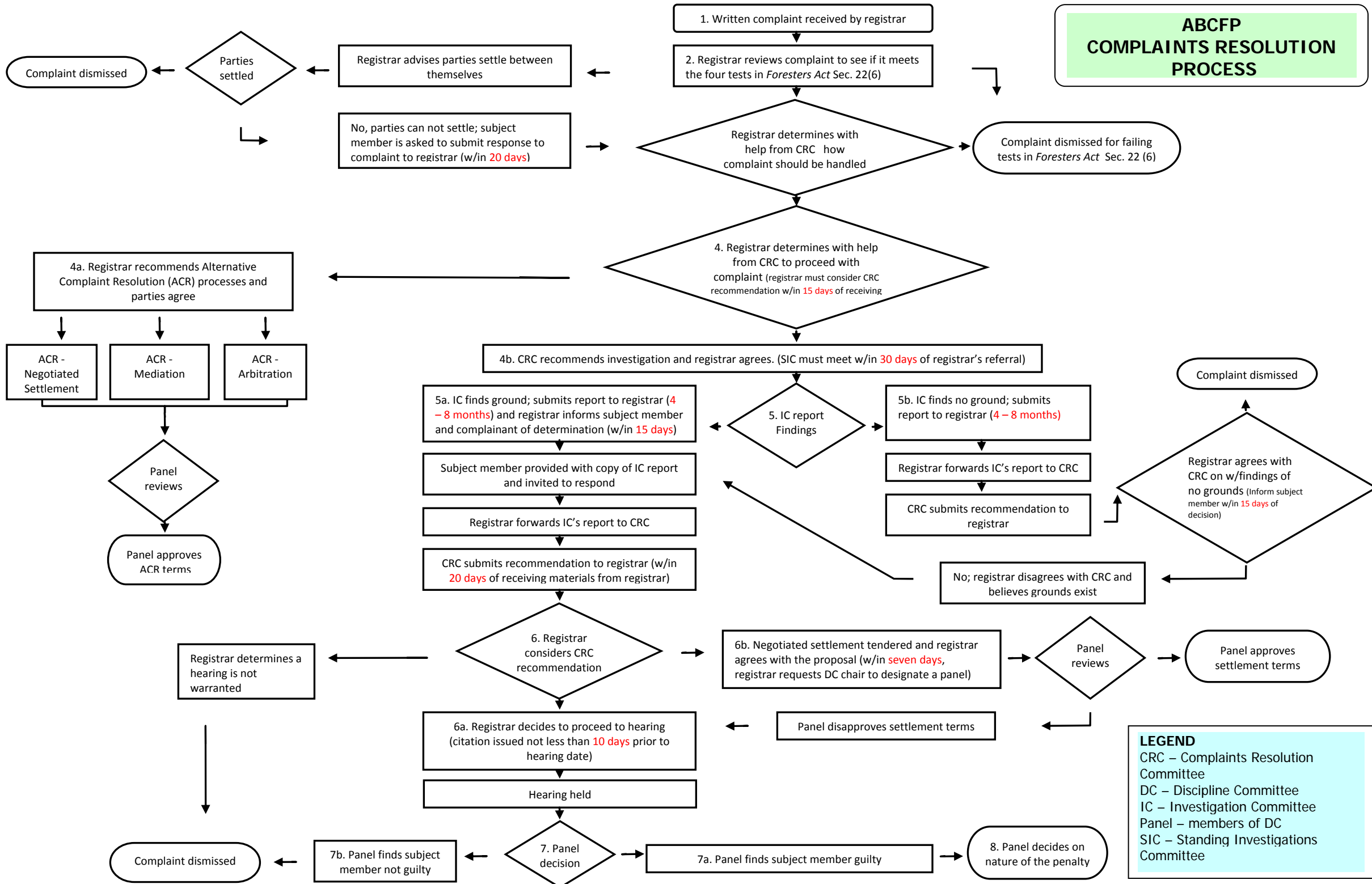


**ABCFP
COMPLAINTS RESOLUTION
PROCESS**



LEGEND
 CRC – Complaints Resolution Committee
 DC – Discipline Committee
 IC – Investigation Committee
 Panel – members of DC
 SIC – Standing Investigations Committee