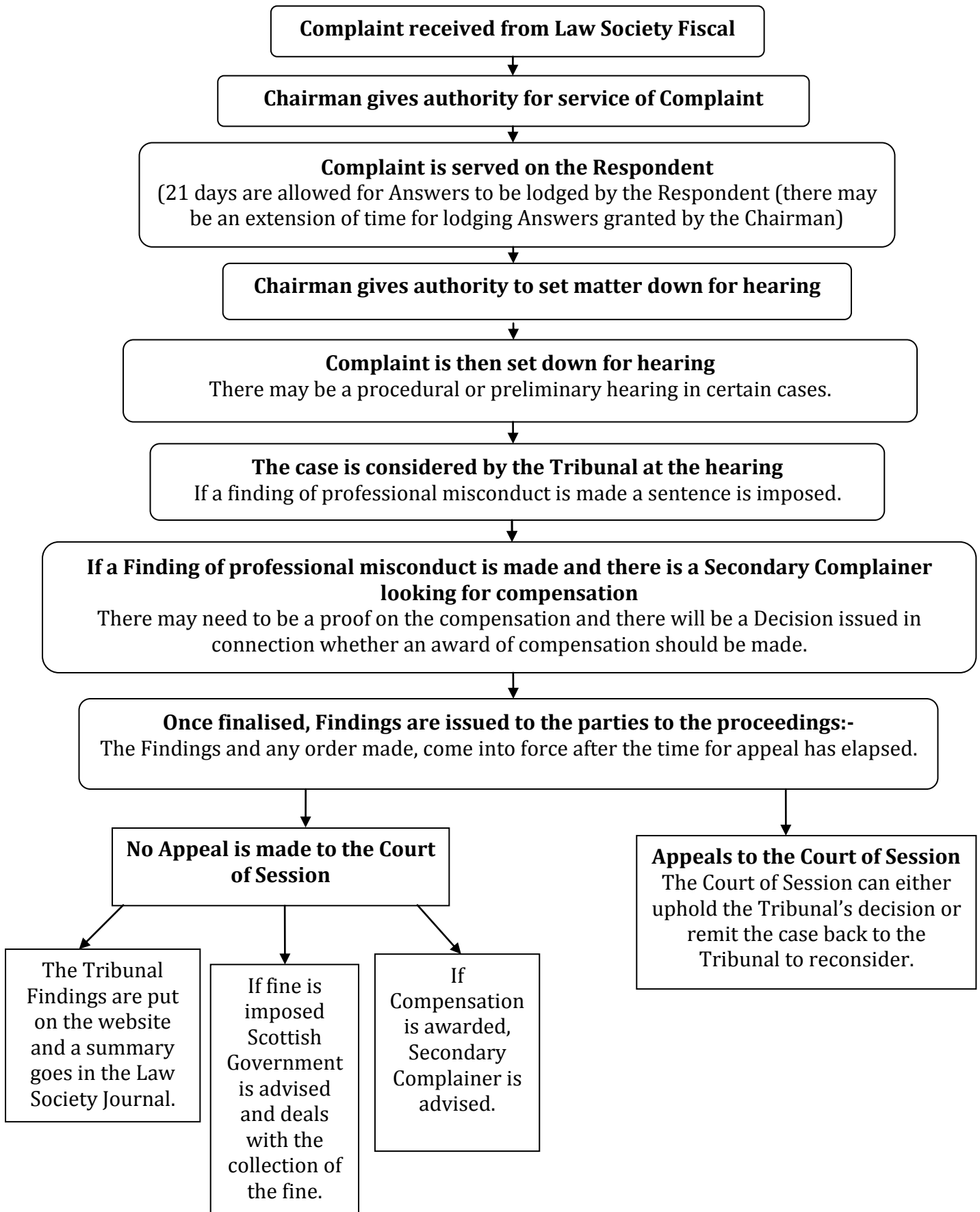


FLOW CHART SHOWING TRIBUNAL PROCEDURES & COMPLAINTS PROGRESS



This is an outline of the basic procedure, time scale varies from case to case. If you have any questions, please contact the Tribunal Office.