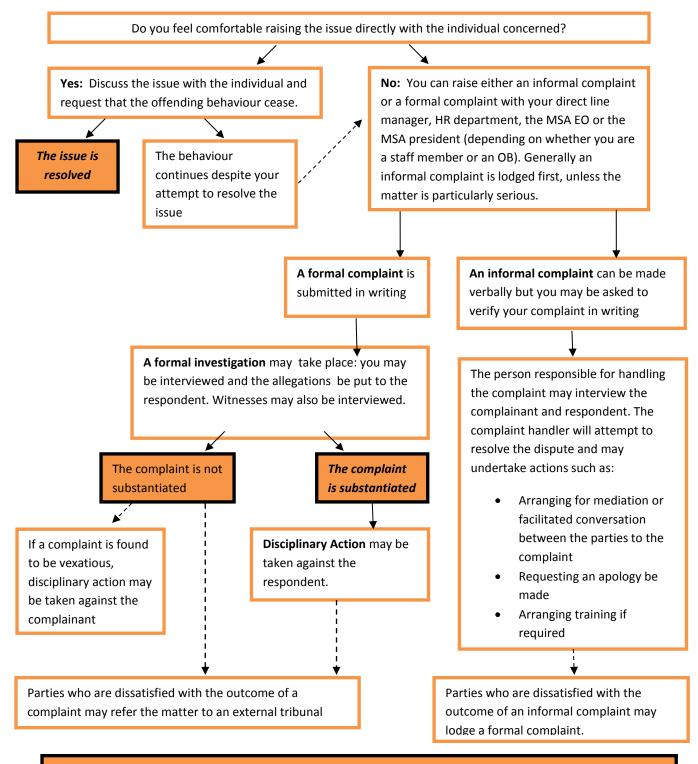


Approved: 17/12/14 Review Date: December 2016

MSA Complaints Handling Procedure Flowchart



Please be aware that where serious allegations are made, MSA Management may have a legal obligation to formally investigate the matter and/or refer the matter to the police

Document Title: MSA Complaints Handling Procedure Flowchart Approved at MSC: 16/14 Version #2 Printed: 17 February 2015