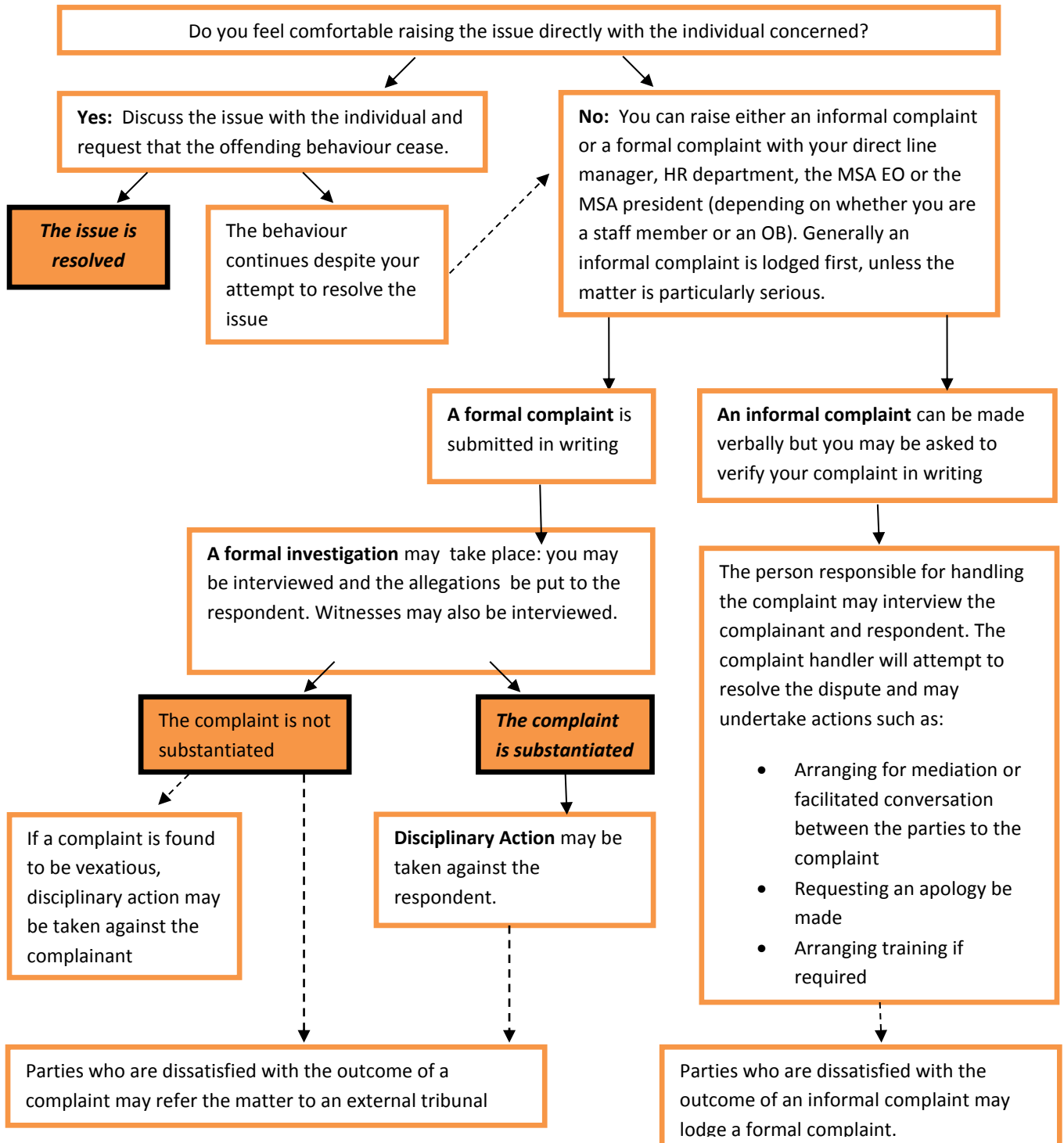


MSA Complaints Handling Procedure Flowchart



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