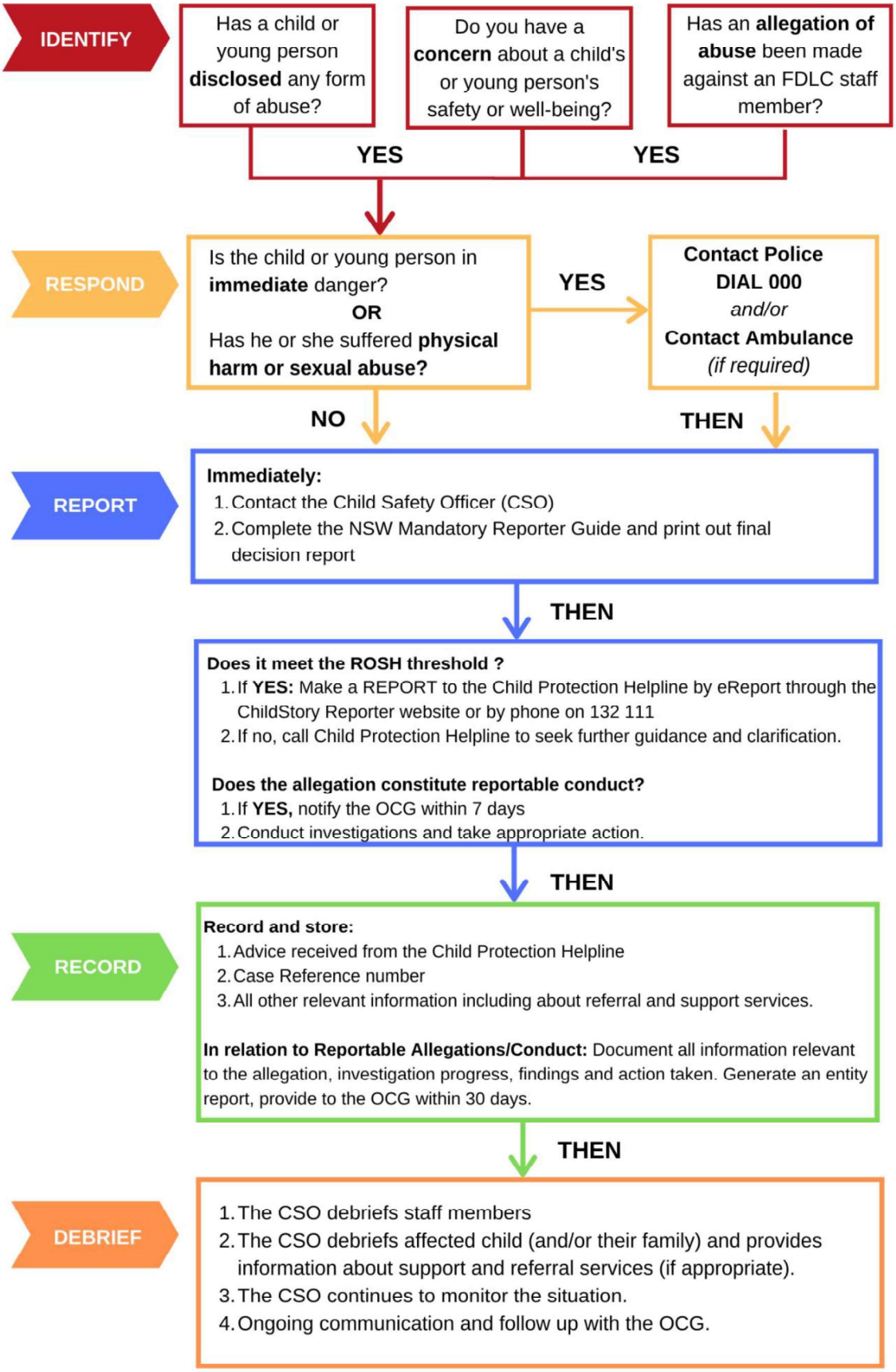17.2 Child Safe Complaints Flowchart