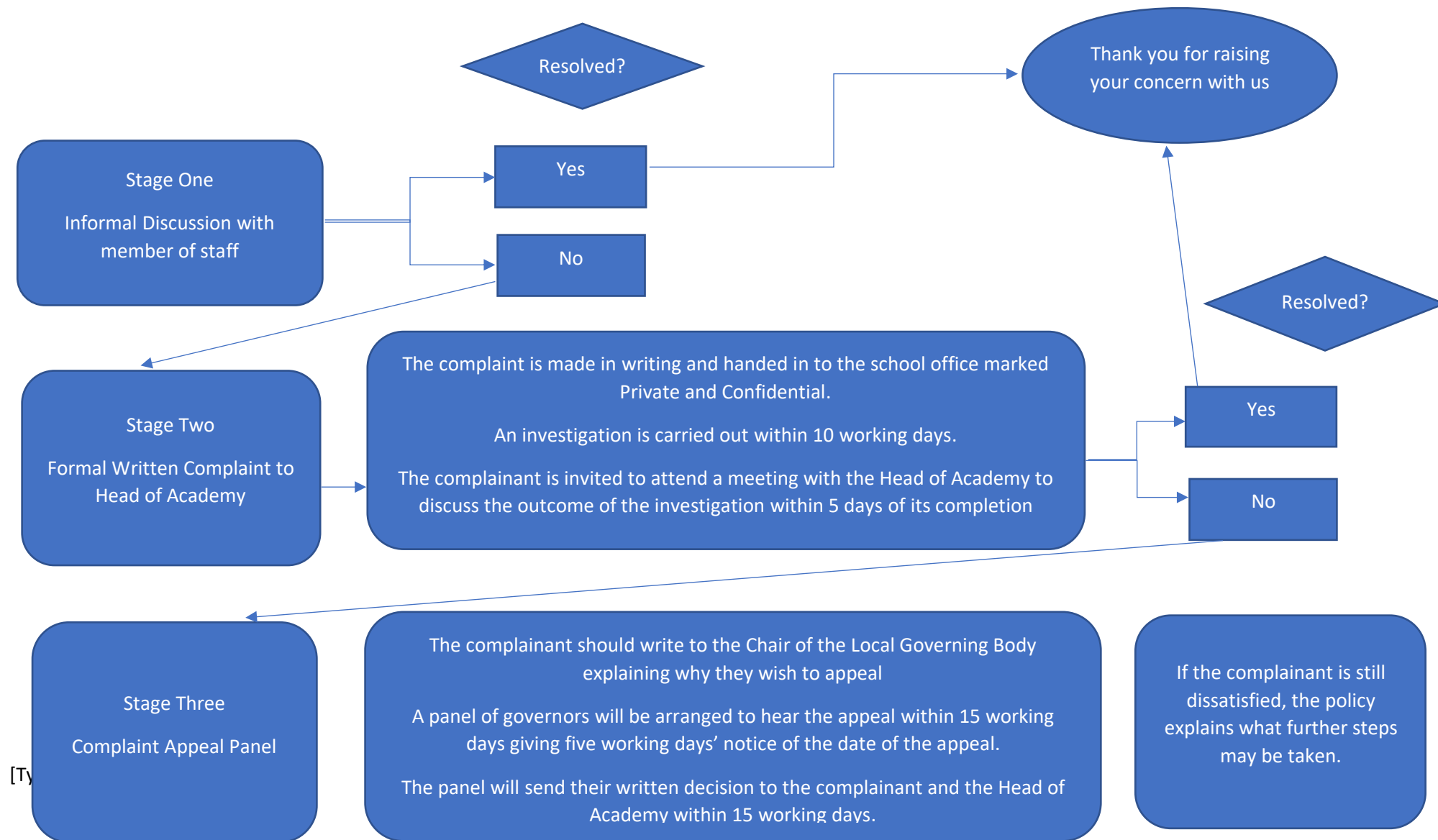


If you have a concern you wish to raise concerning anyone else other than those listed in the flow chart below, please refer to the policy or contact us at [enquiries@bwaf.net](mailto:enquiries@bwaf.net) for further support and guidance.

### Appendix A: Flowchart summary of dealing with complaints



[TY