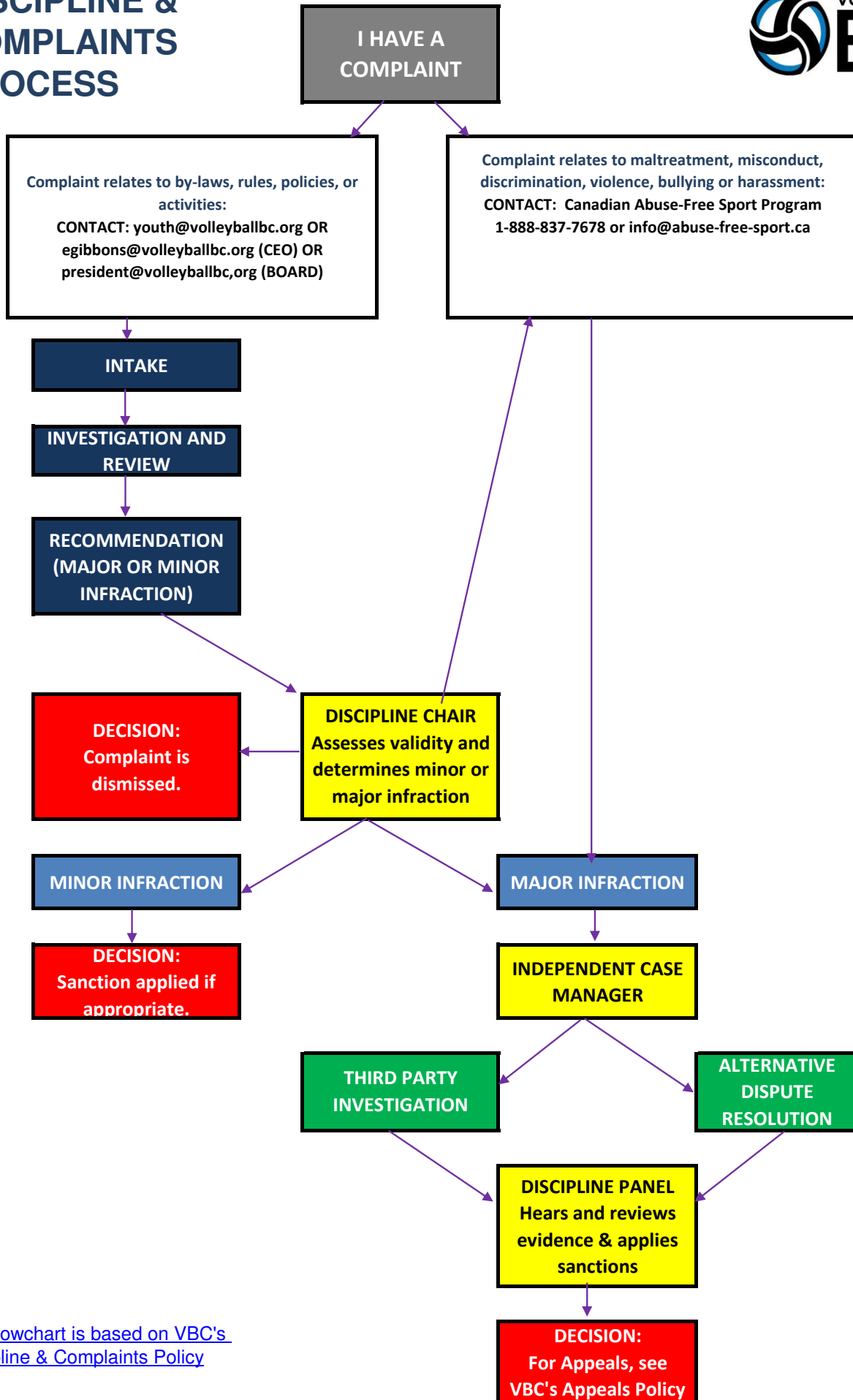


DISCIPLINE & COMPLAINTS PROCESS



[This flowchart is based on VBC's Discipline & Complaints Policy](#)