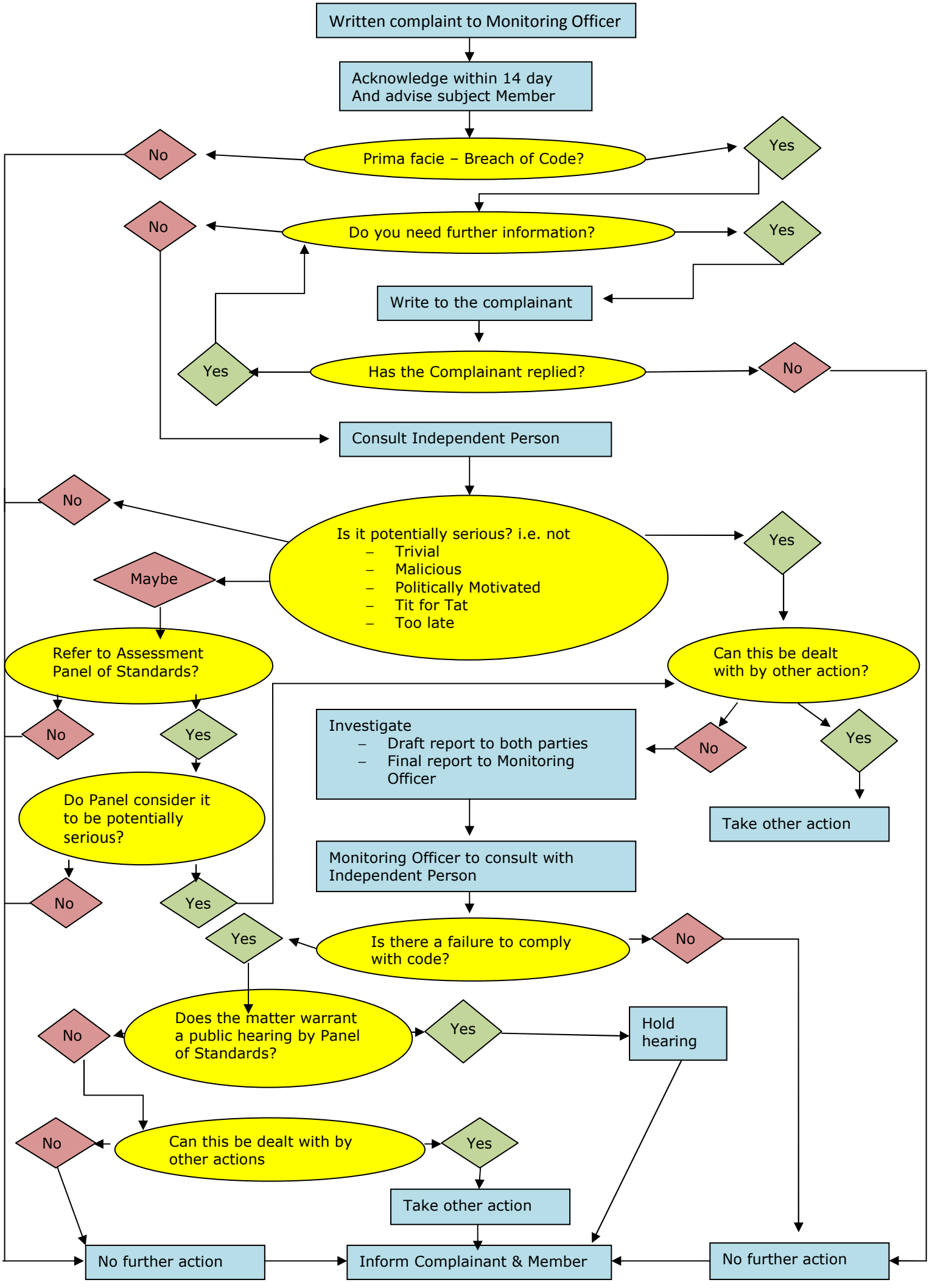Process for Dealing with Complaints of Misconduct **Appendix B**