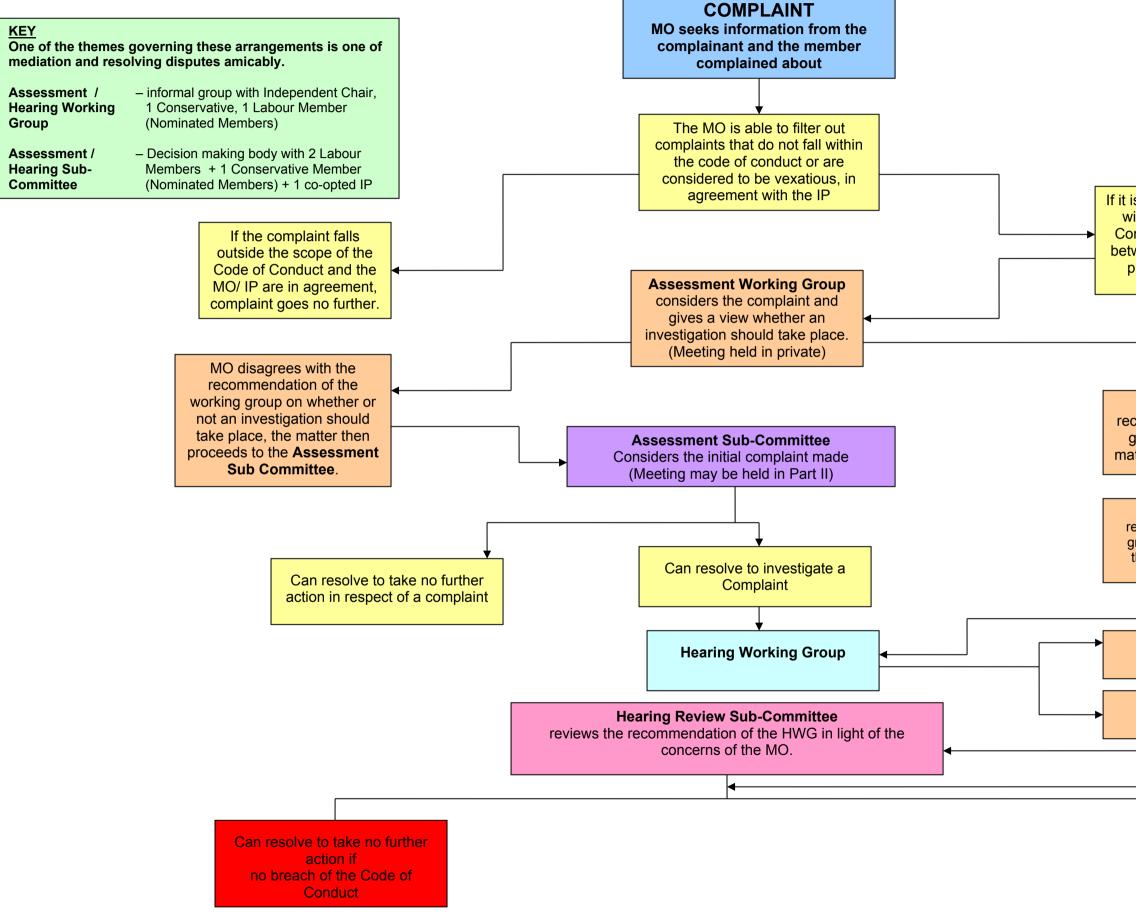


NEW STANDARDS ARRANGEMENTS FOR DEALING WITH COMPLAINTS



Appendix 1

If it is agreed that the complaint falls within the scope of the Code of Conduct or there is disagreement between the MO and IP, complaint proceeds to the Assessment Working Group.

MO agrees with the recommendation of the working group not to investigate, the matter then proceeds no further. MO agrees with the recommendation of the working group to investigate, the matter then proceeds to the Hearing Sub-Committee. MO agrees with the recommendation. MO disagrees with the recommendation. Can impose a sanction if there is a breach of the Code of Conduct