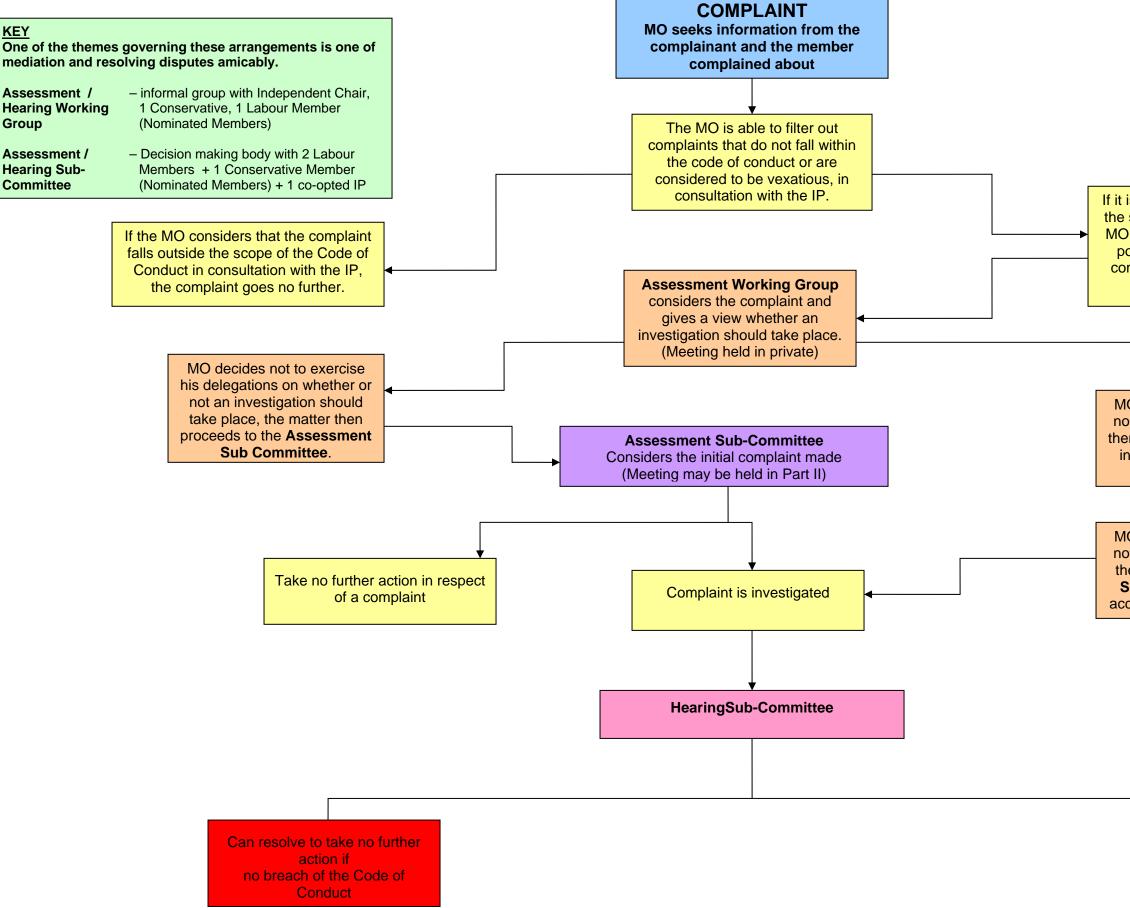


NEW STANDARDS ARRANGEMENTS FOR DEALING WITH COMPLAINTS



4 2012

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If it is agreed that the complaint falls within the scope of the Code of Conduct or if the MO decides not to exercise his delegated powers in consultation with the IP, the complaint proceeds to the Assessment Working Group.

MO decides the matter should not be investigated, the matter then proceeds no further (taking into account the views of the AWG).

MO decides the matter should not be investigated, the matter then proceeds to the Hearing Sub-Committee (taking into account the views of the AWG).

> Can impose a sanction if there is a breach of the Code of Conduct