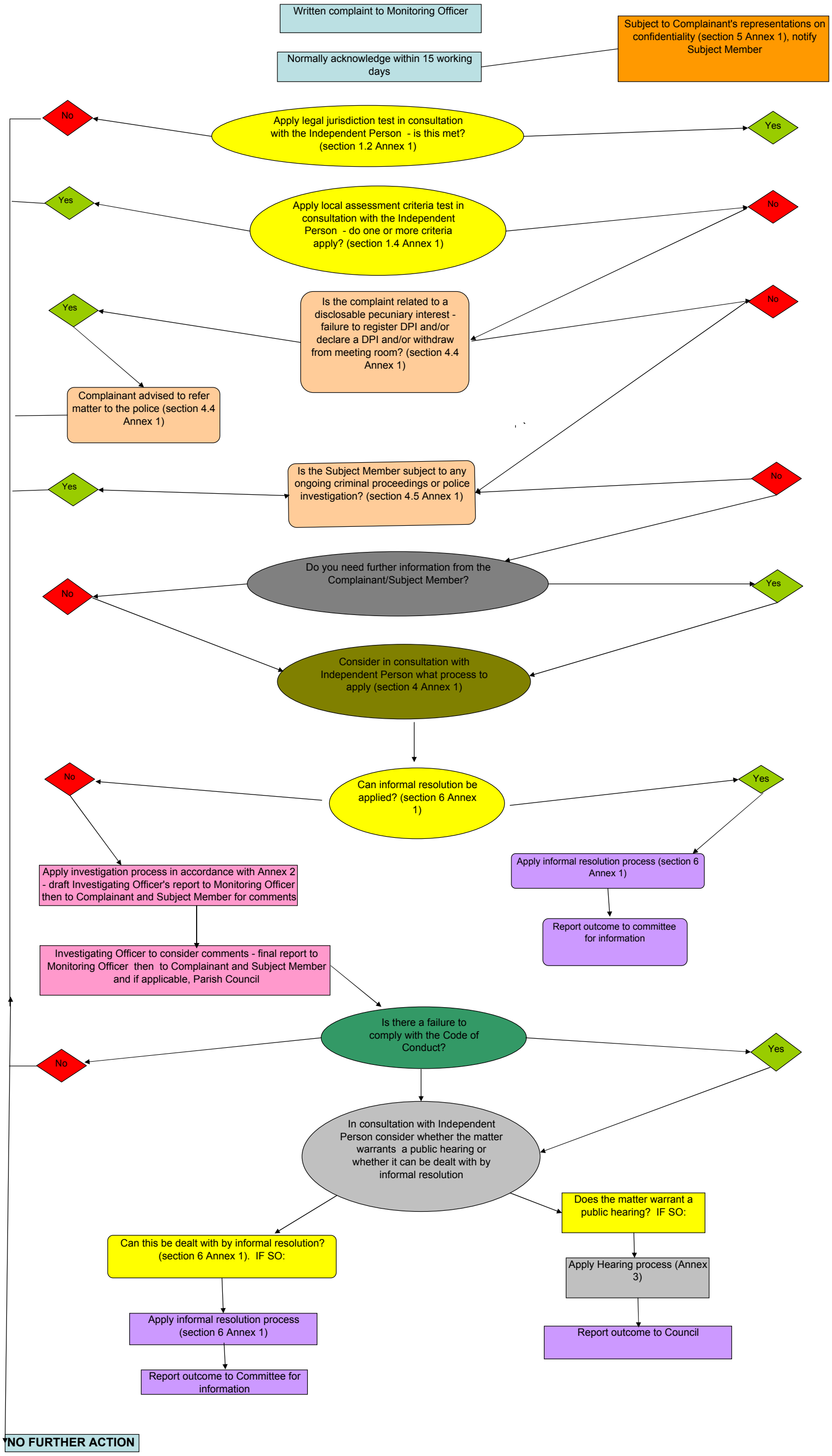
PROCEDURE ON RECEIPT OF A COMPLAINT

(This flowchart does not form part of the arrangements formally made by the Council under section 28 of the Localism Act 2011)