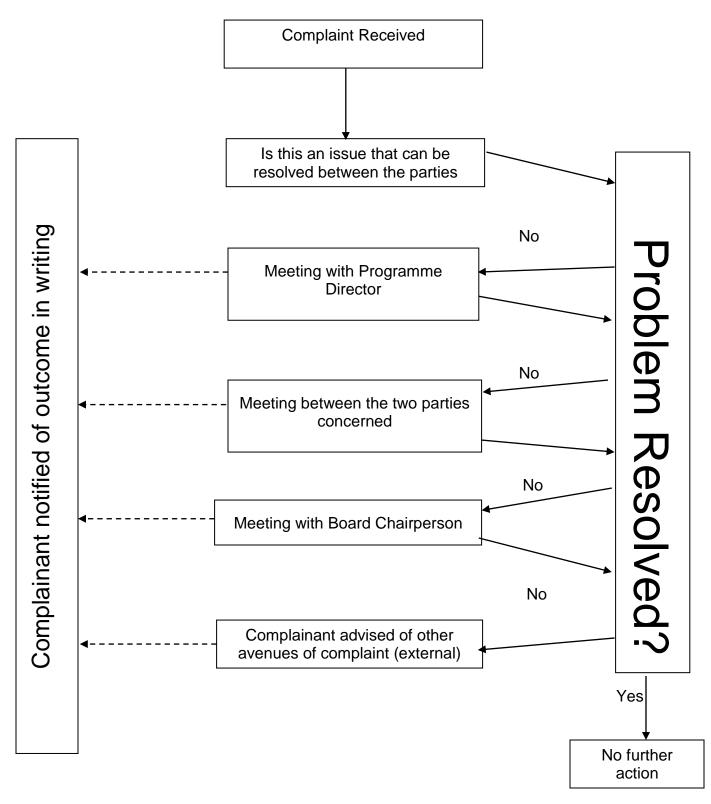
BIG BROTHERS BIG SISTERS OF NELSON

COMPLAINT PROCEDURE FLOWCHART



Management Updated: August 2015 Document No 13 Page 1