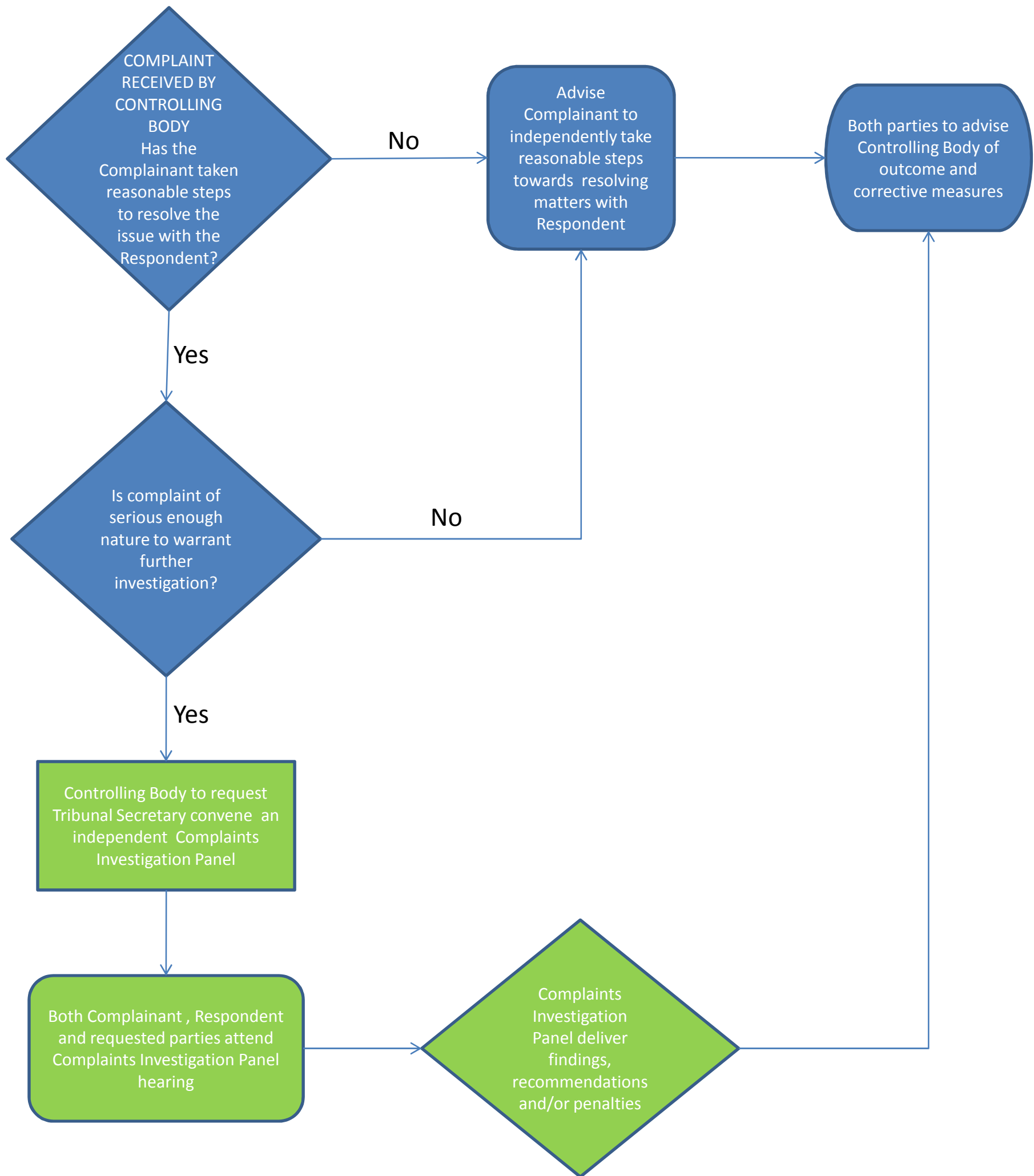


DRAFT COMPLAINT RESOLUTION PROCESS



INTERPRETATIONS/DEFINITIONS

Complainant: Club Executive

Respondent: Club Executive

Controlling Body: Authoritative governing body (JCC Exec etc.)

Complaints Investigations Panel: Members selected, depending on availability, from a list of preferred candidates