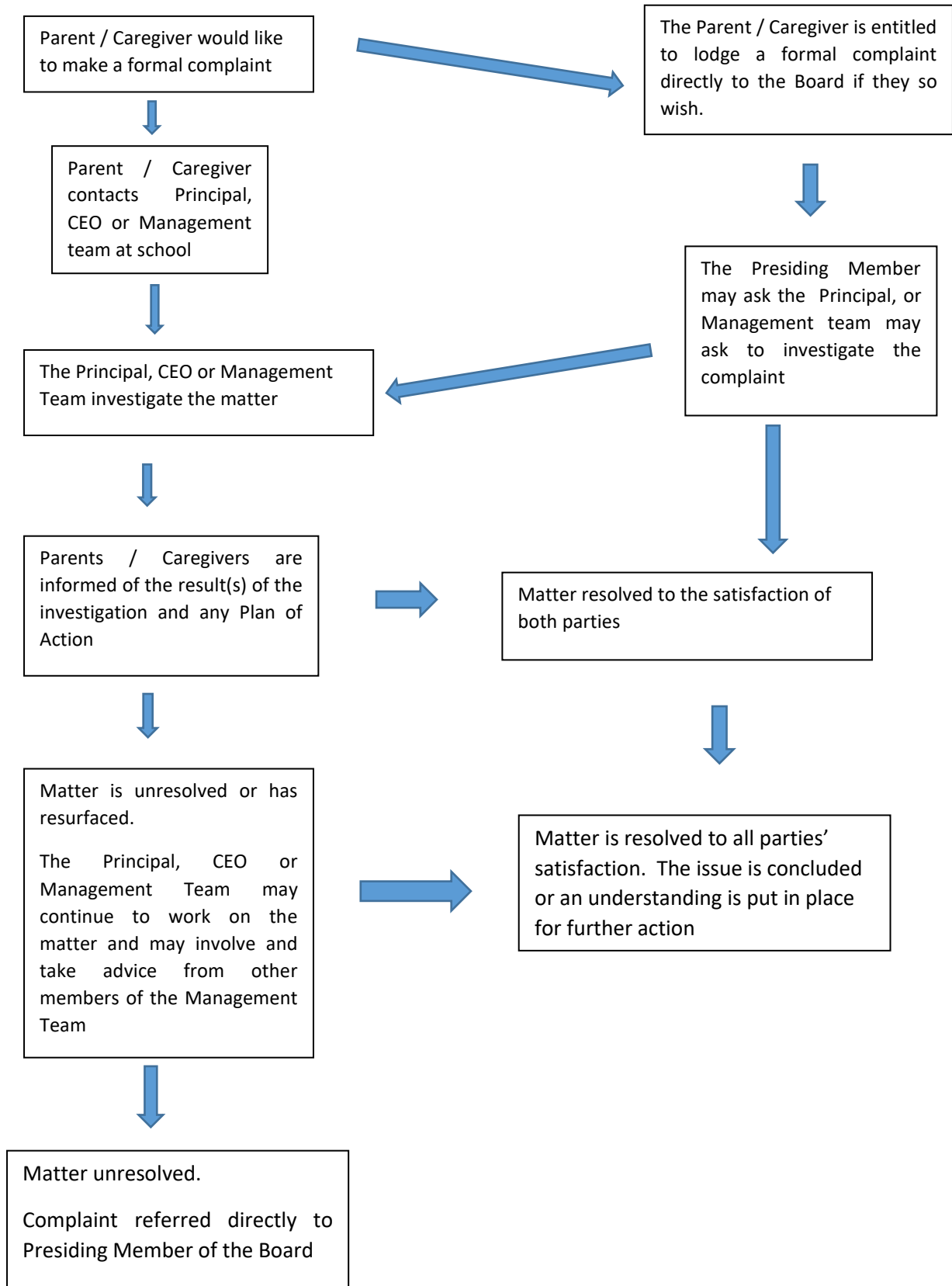




FORMAL COMPLAINTS FLOW CHART



The Board will publish and maintain an email address for formal complaints: trust@villaeducation.org.nz