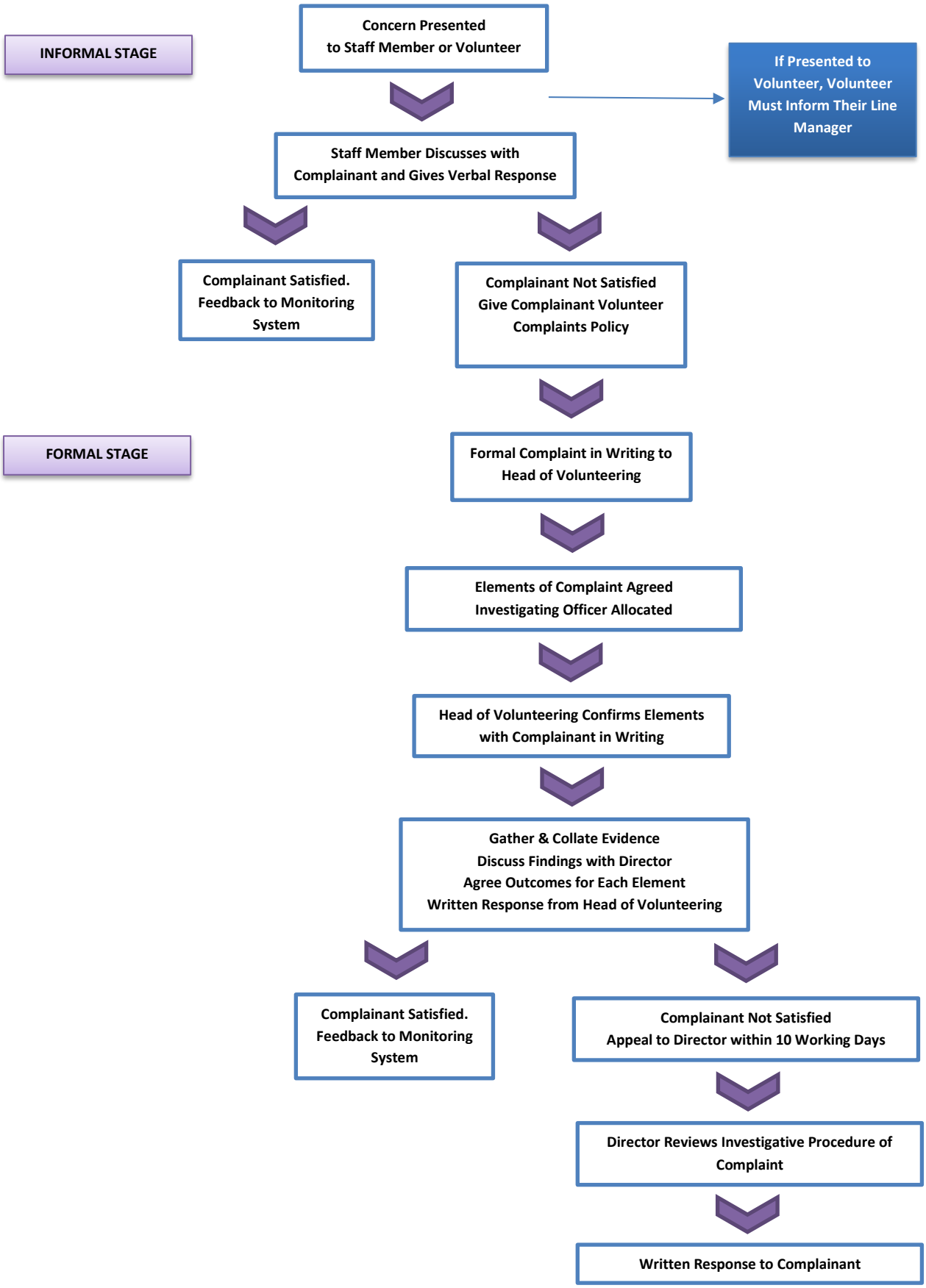Appendix 2: Volunteer Complaints Procedure