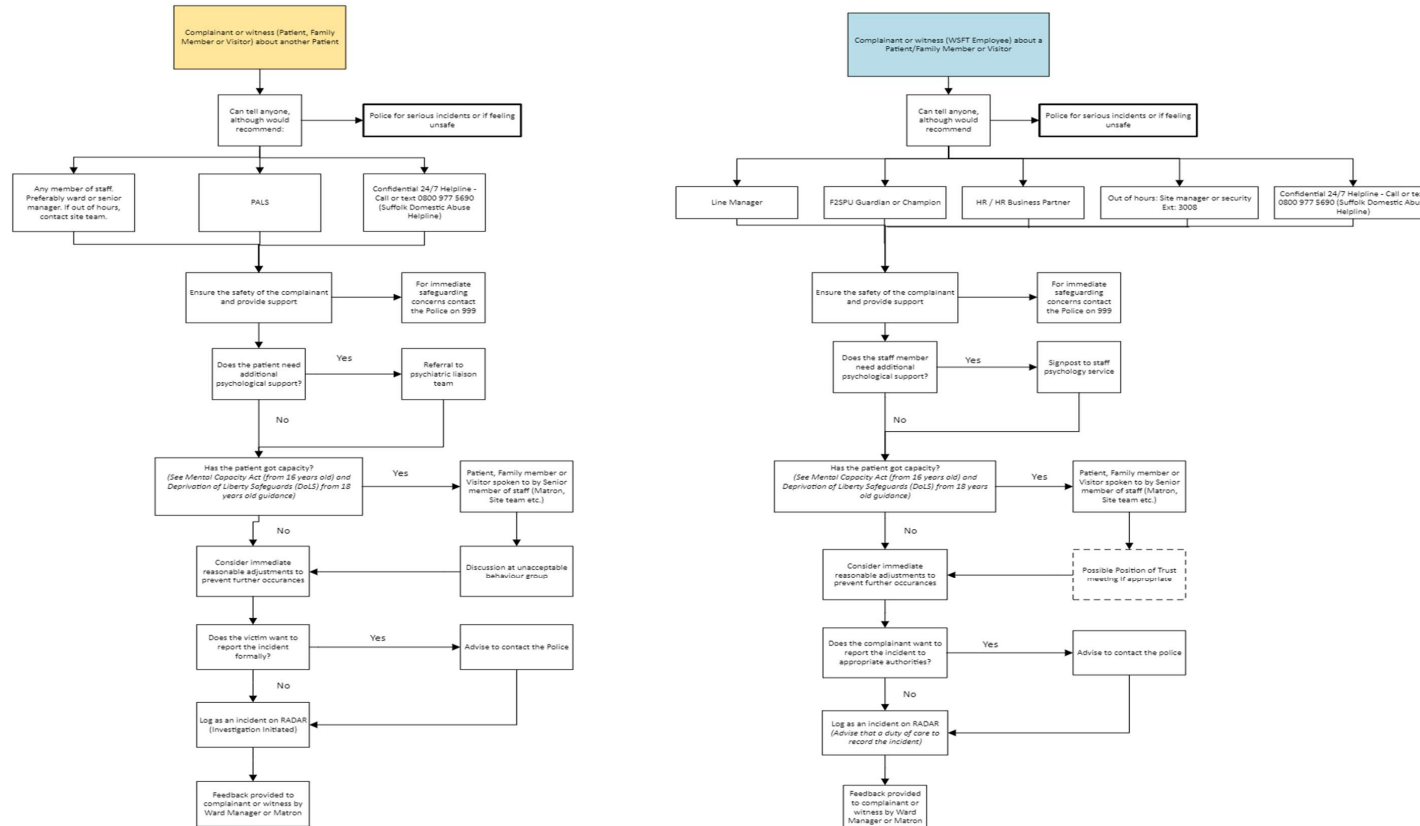


Appendix 2b – Flow chart (if raising a complaint where the perpetrator is a patient, family member or visitor)



DISCLOSURE AND SUPPORT

ASSESSMENT OF CAPACITY

REPORTING, ACTION AND FEEDBACK