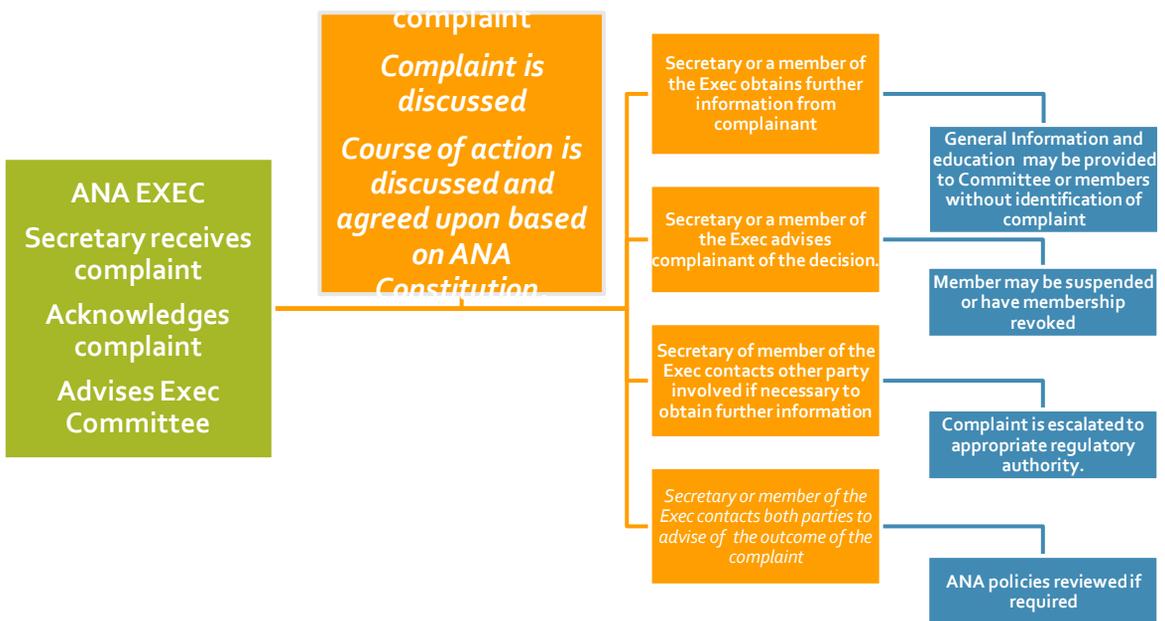


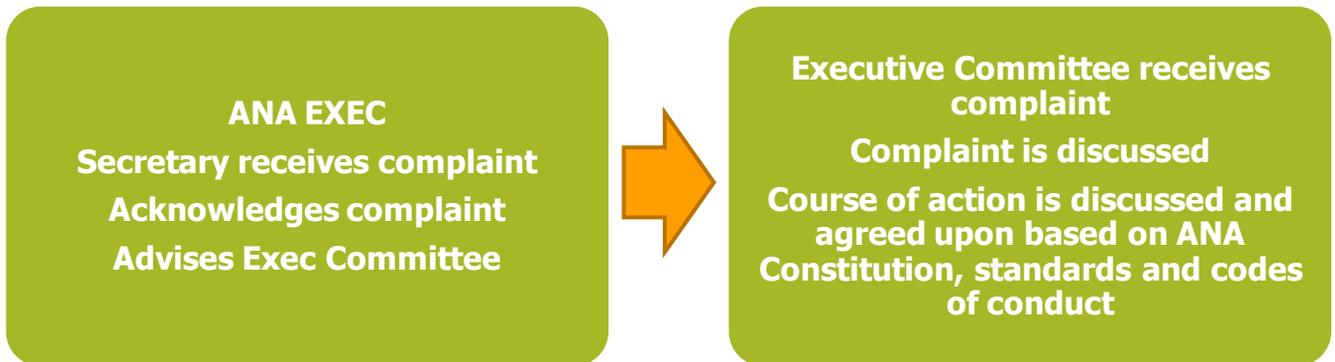
ANA Complaints procedure

Possible actions

Possible outcomes



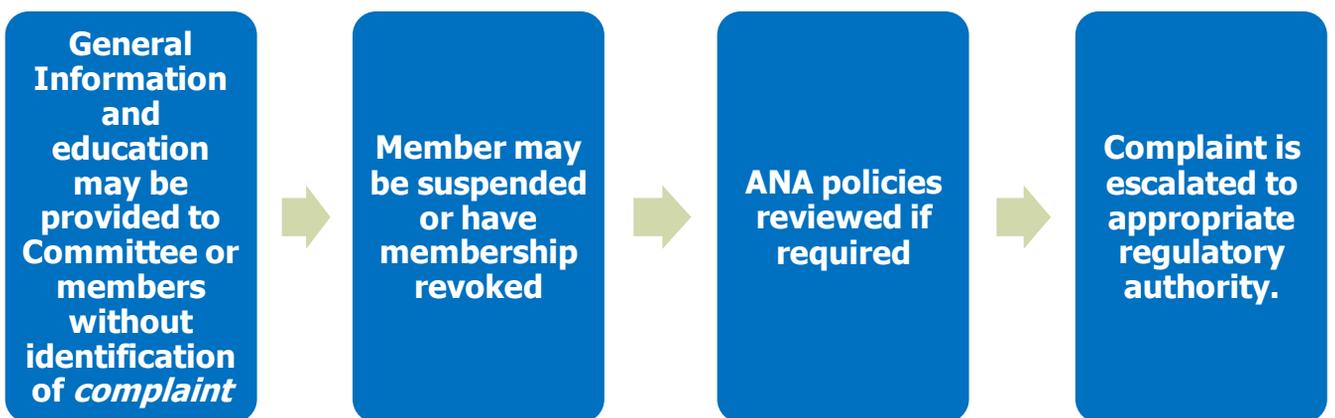
ANA Complaints procedure



Possible Actions



Possible Outcomes



All complaints are handled sensitively in accordance to the Australian Nanny Association Privacy Policy.