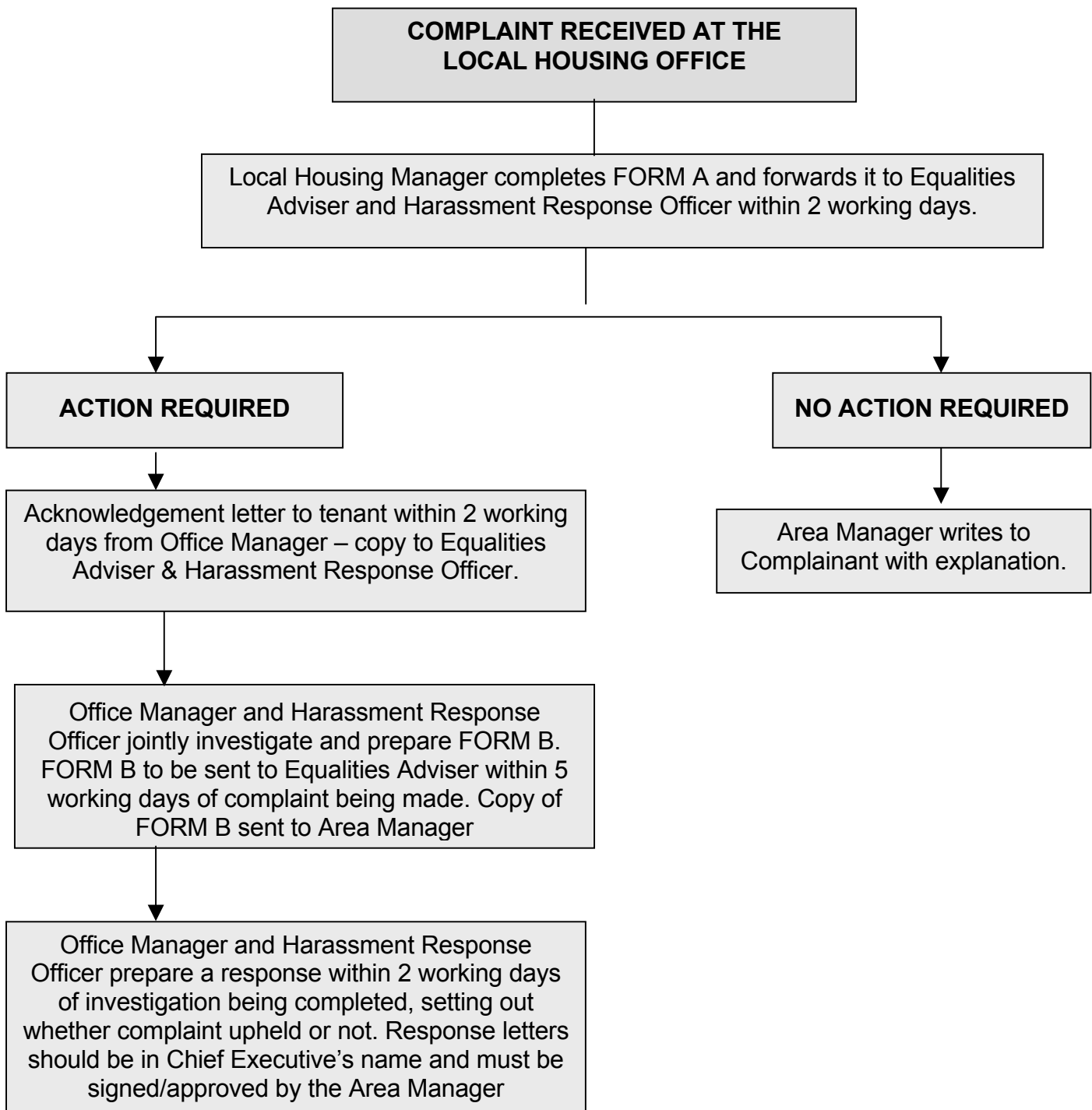


TENANT HARASSMENT COMPLAINTS PROCEDURE

FLOW CHART



NB: Any changes or deviations from the above should be agreed with Equalities Adviser. Emphasis should be placed on keeping victims informed of the progress and offering support through Tenancy Support Officer and/or Victim Support.