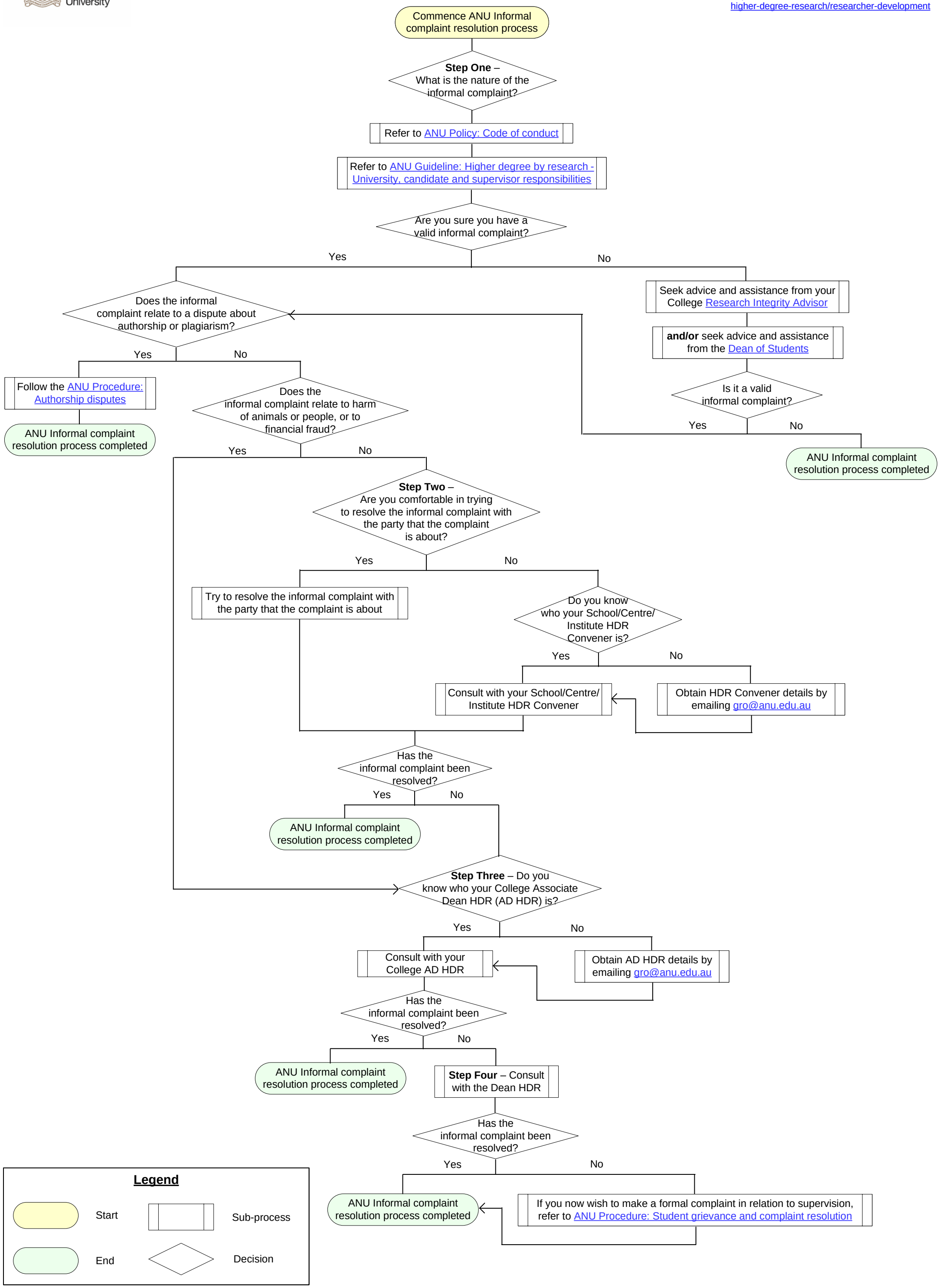
Process Summary Diagram – ANU Informal complaint resolution process

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