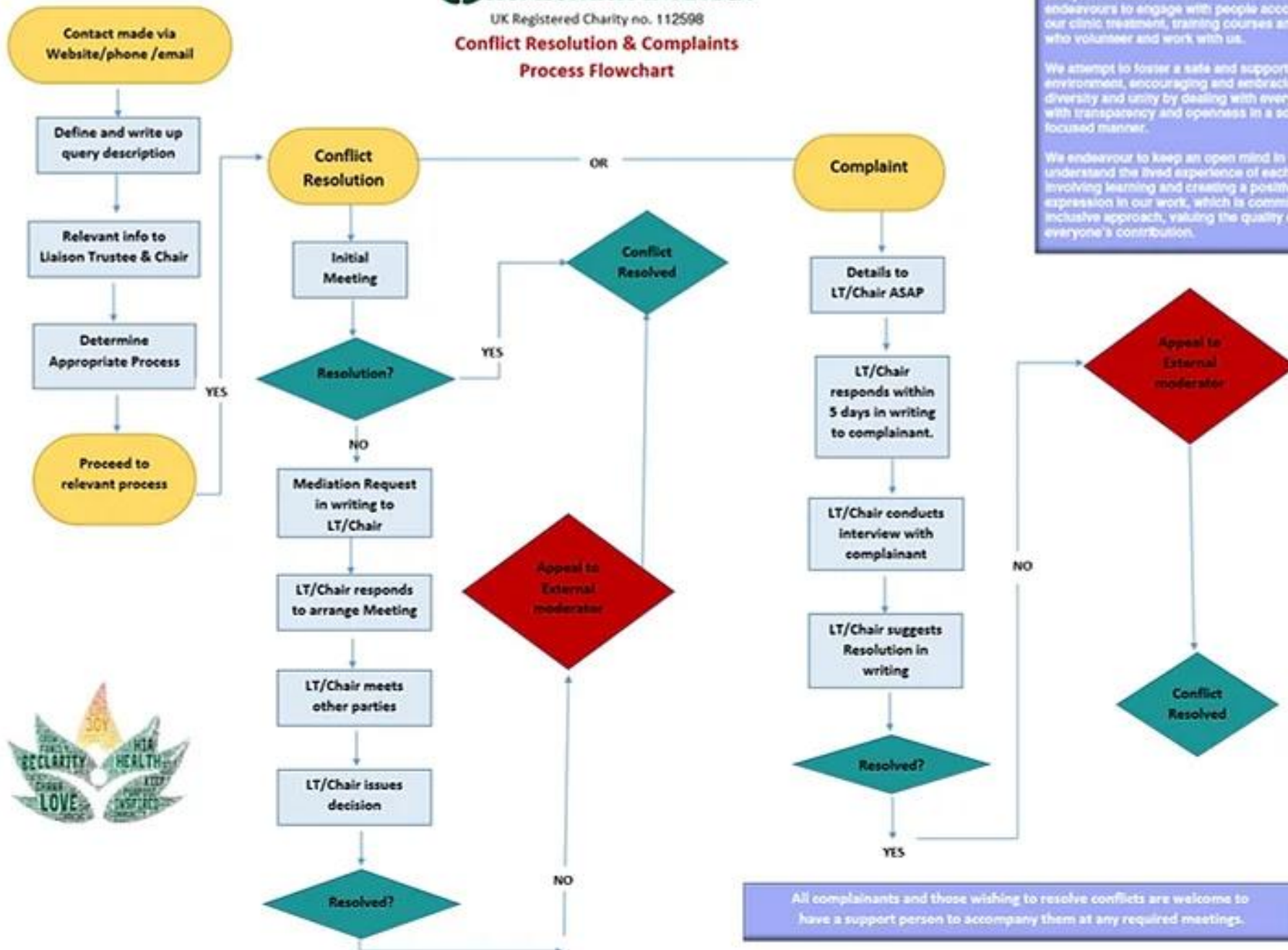


**Conflict Resolution & Complaints
Process Flowchart**


HOW WE WORK AT GHP
 The leadership of HIA honours and welcomes everyone involved in the GHP community and endeavours to engage with people accordingly in our clinic treatment, training courses and those who volunteer and work with us.

We attempt to foster a safe and supportive environment, encouraging and embracing equality, diversity and unity by dealing with every situation with transparency and openness in a solution-focused manner.

We endeavour to keep an open mind in order to understand the lived experience of each person, involving learning and creating a positive expression in our work, which is committed to an inclusive approach, valuing the quality of everyone's contribution.



All complainants and those wishing to resolve conflicts are welcome to have a support person to accompany them at any required meetings.