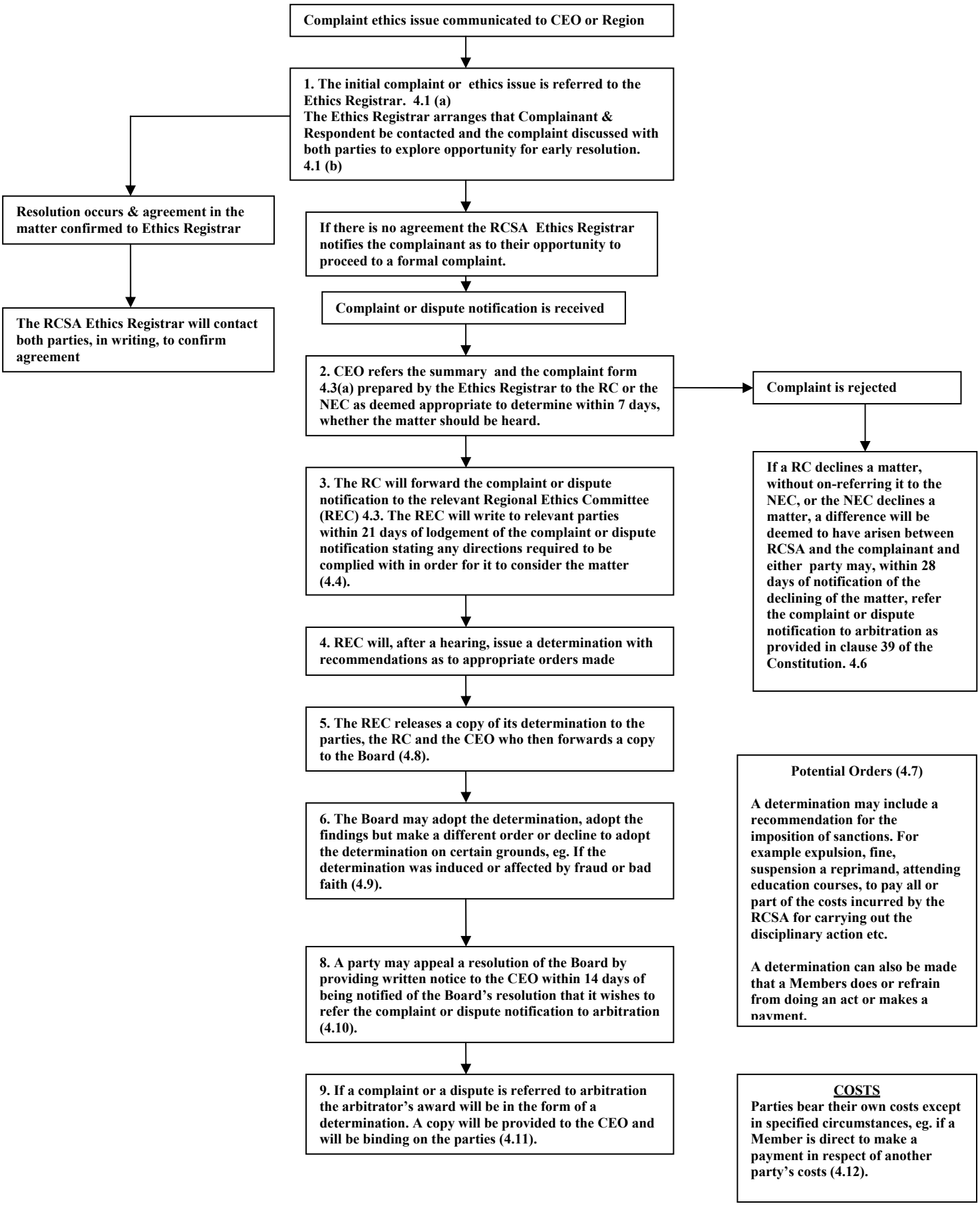Figure 3.1 – RCSA Disciplinary & Dispute Resolution Procedure