

SO 1100 3 (vii)

(iii) the possibility of reconciliation should be explored carefully in every case in which that is appropriate;

(iv) help and support should be offered both to the person making the complaint and to the person complained against at every stage during the process;

(v) the process should be fair;

(vi) the person or body making the decision at each stage should be competent to do so;

(vii) there should be a means of correcting any errors which may be made;