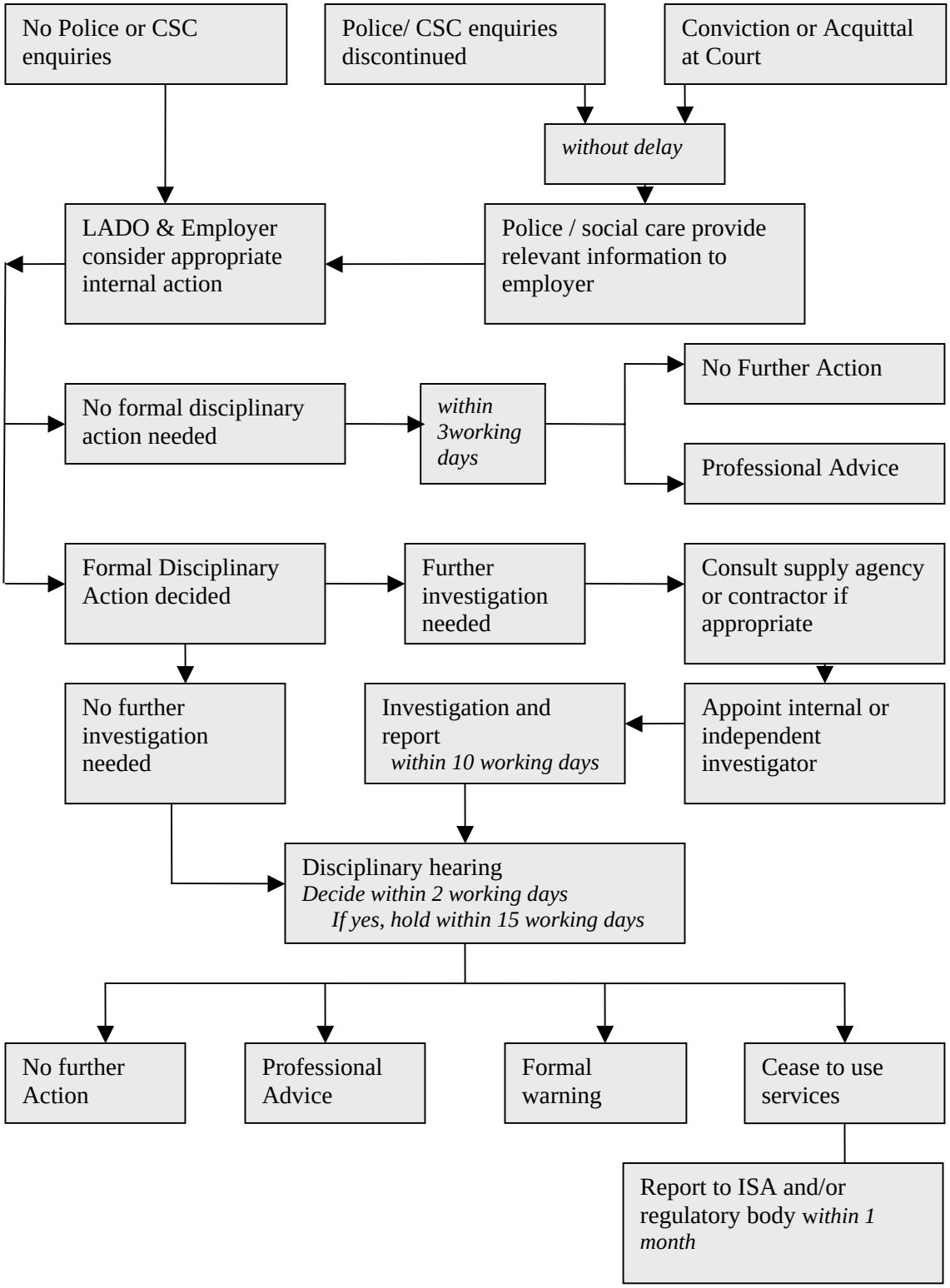ALLEGATIONS / CONCERNS AGAINST STAFF AND VOLUNTEERS DISCIPLINARY / SUITABILITY PROCESS