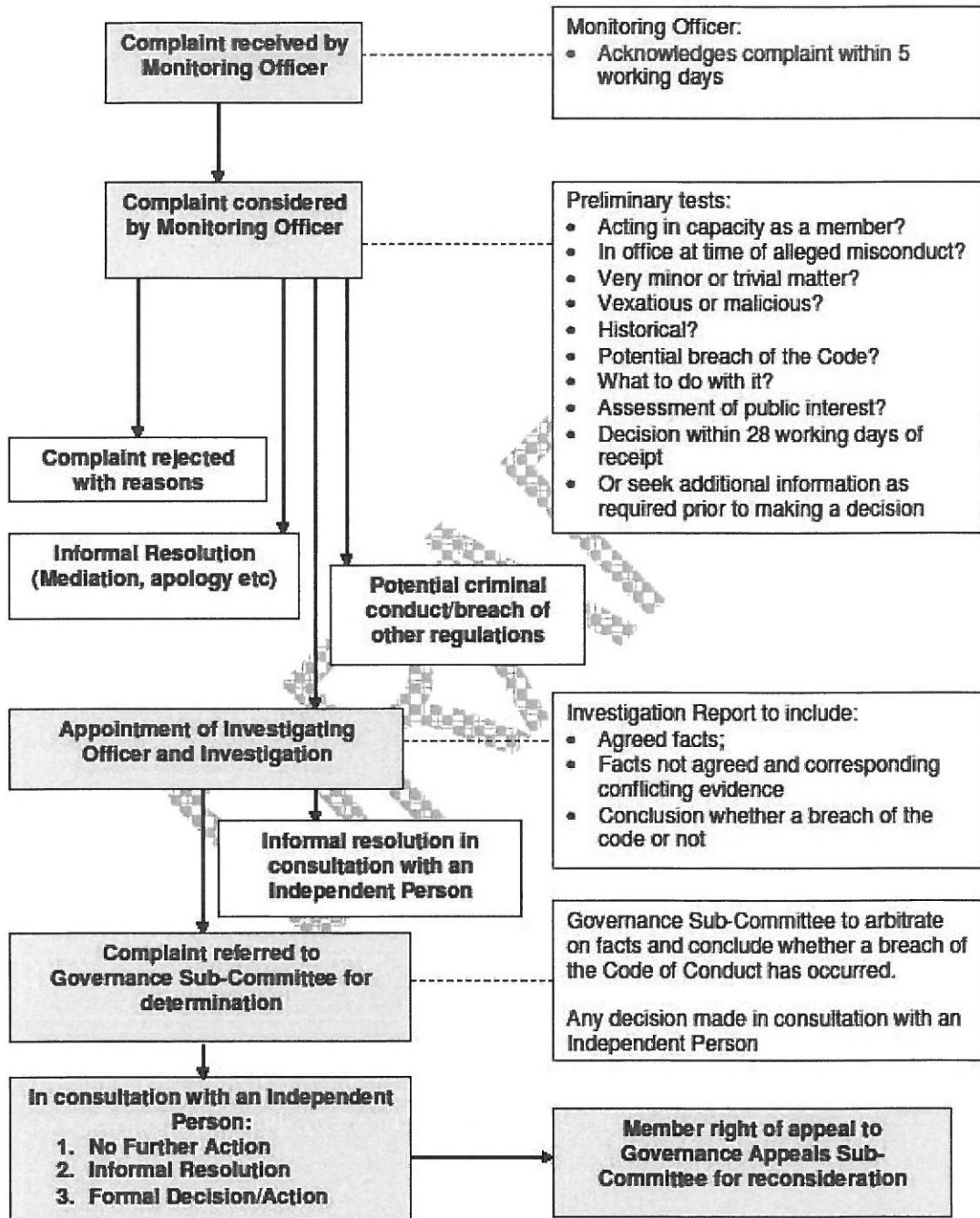


Complaints Procedure Flowchart



Flowchart v2.1