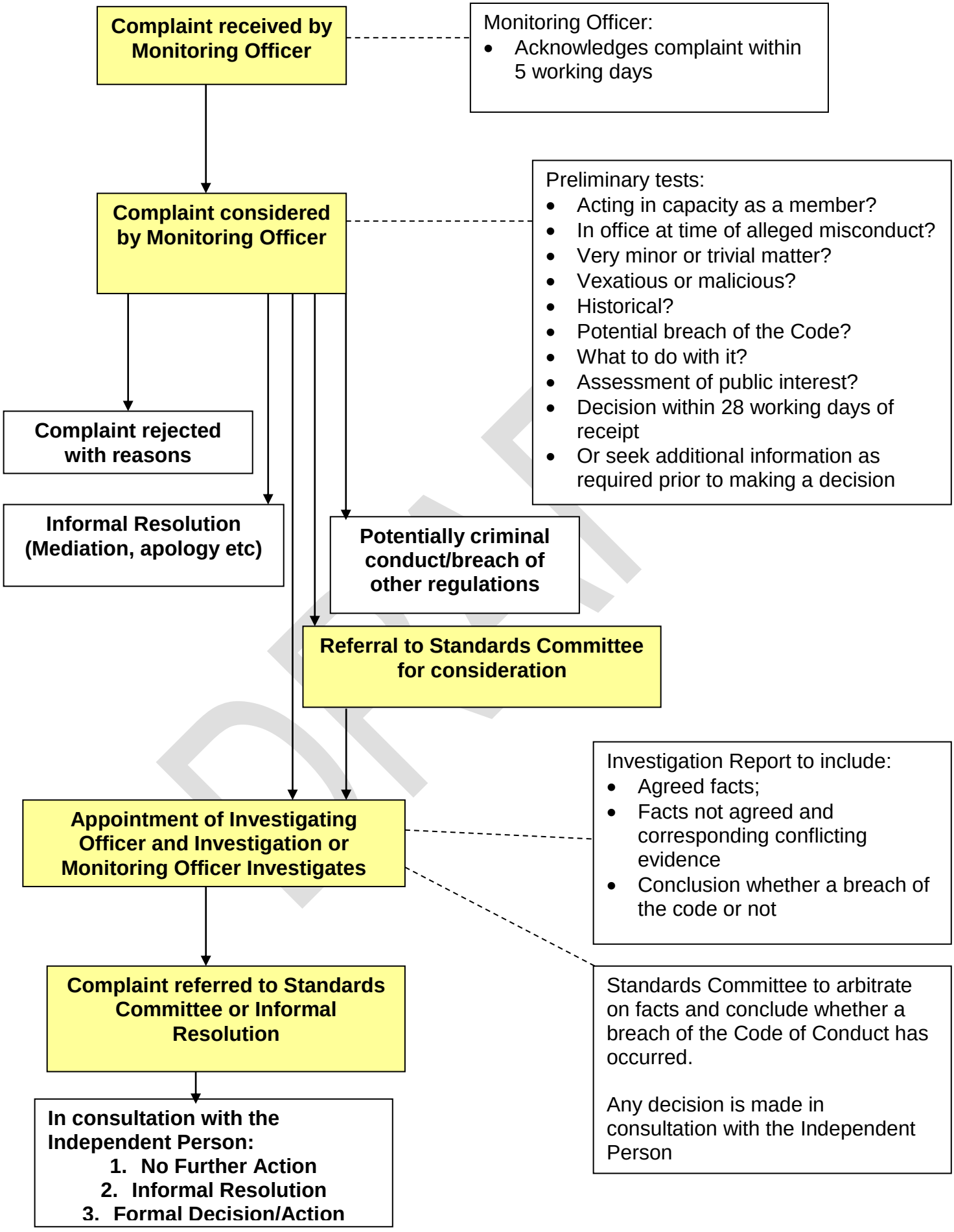Appendix 1
Complaints Procedure Flowchart