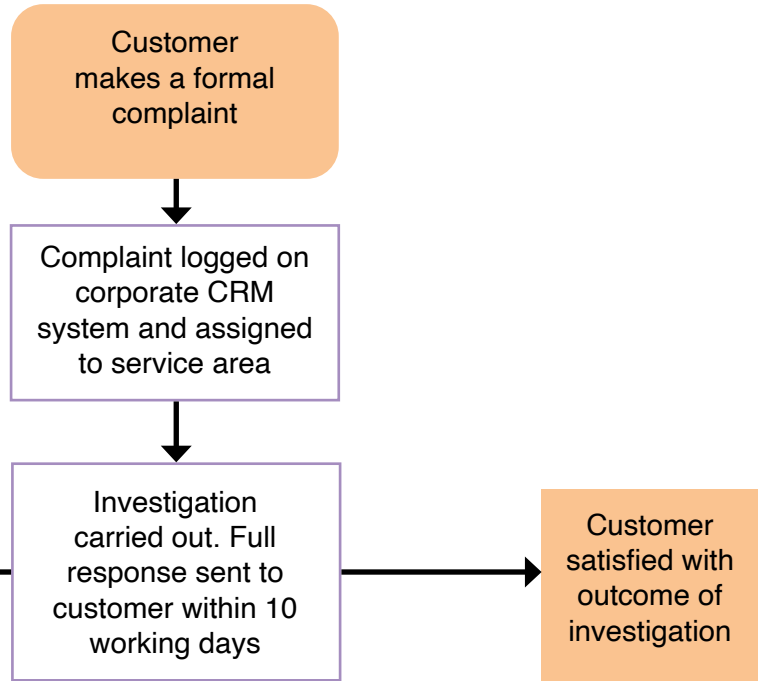


Appendix A: Complaints process

Stage 1



Stage 2

