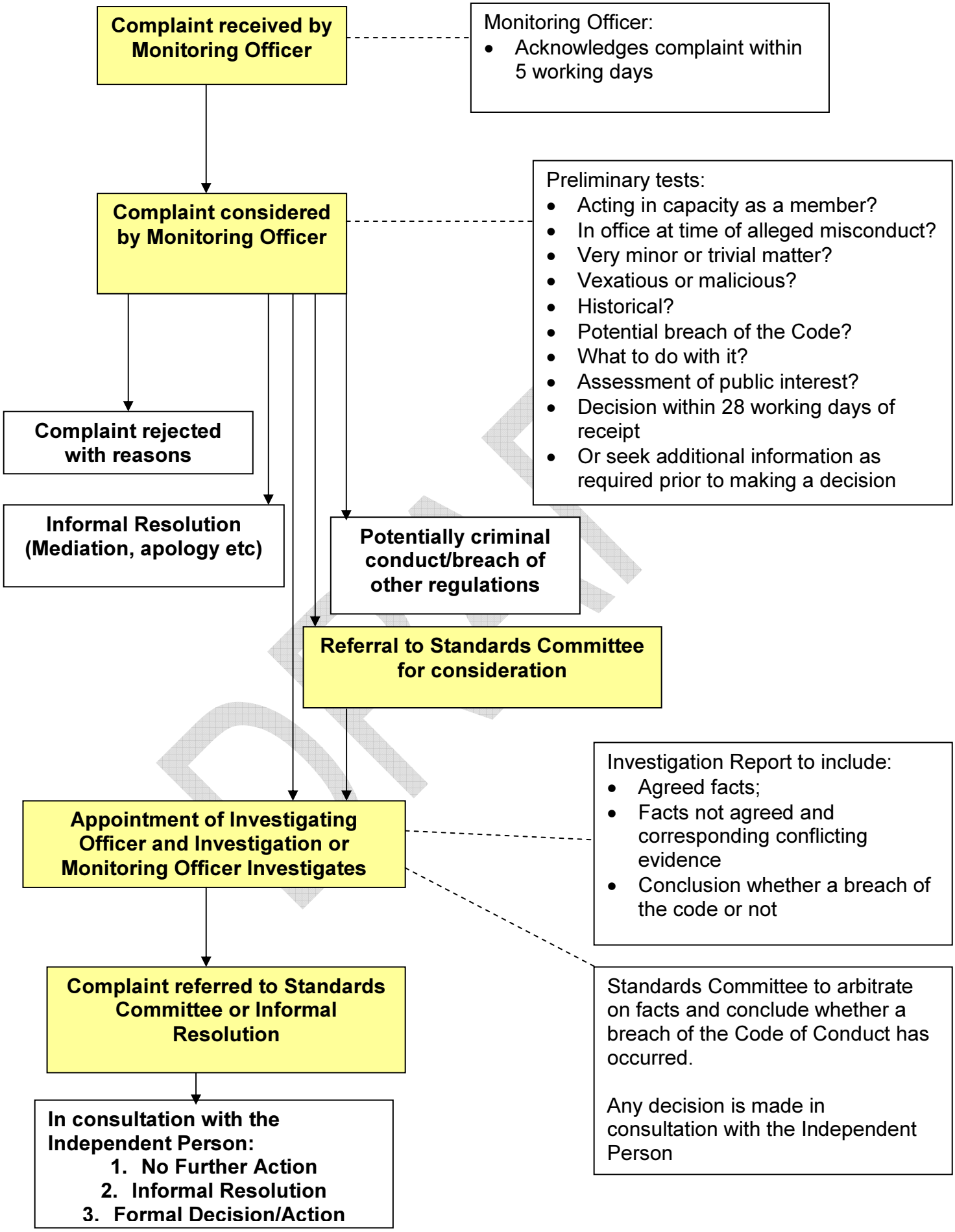
Appendix 1
Complaints Procedure Flowchart



Flowchart V5