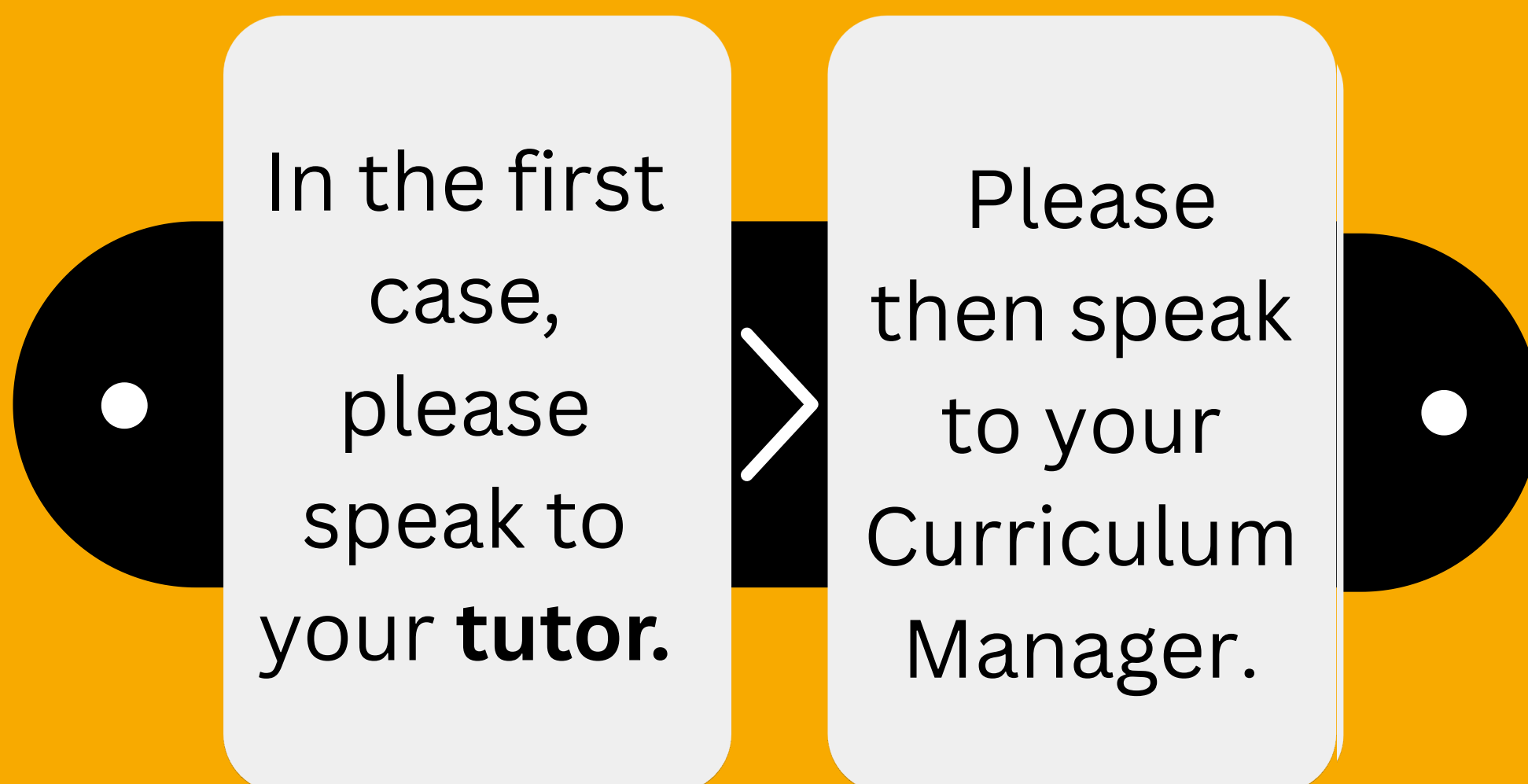


Complaints Procedure

Informal Stage



Formal Stage

