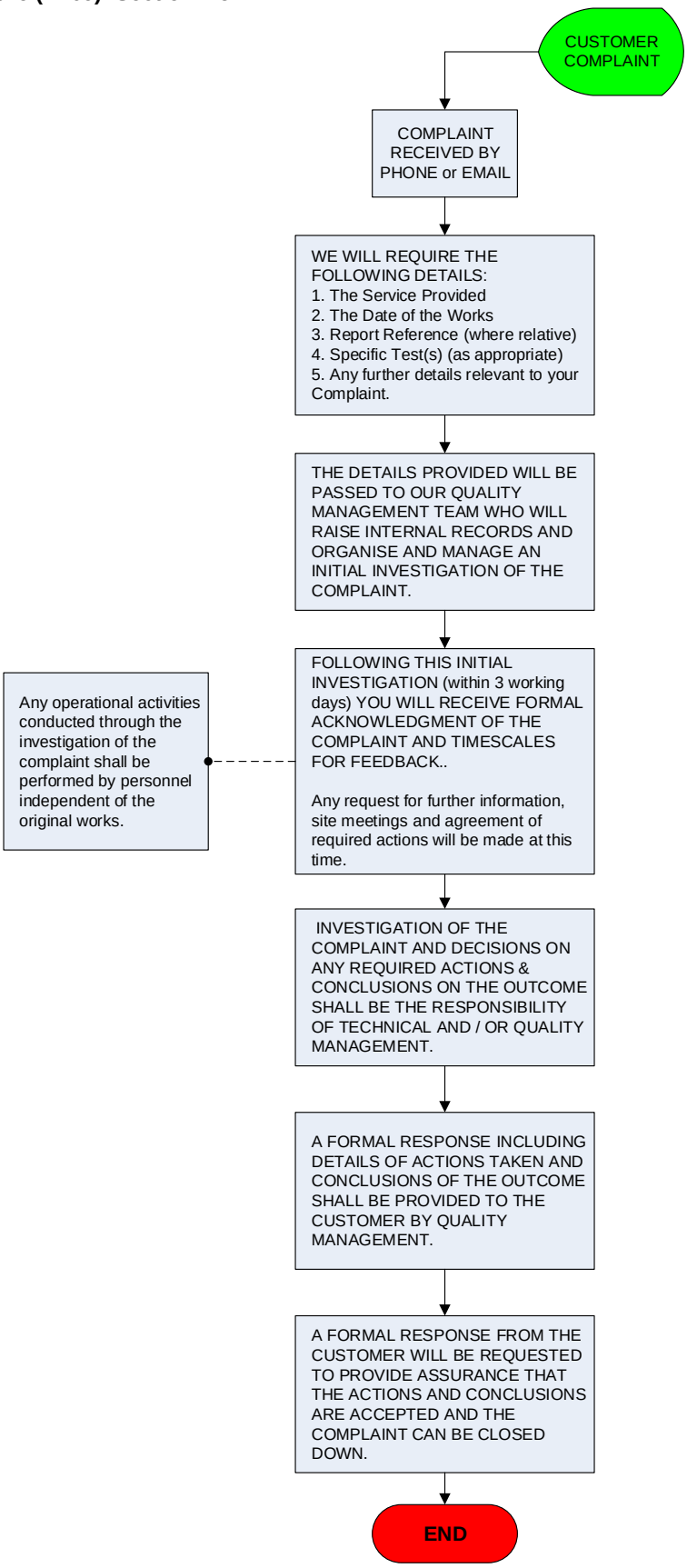
COMPLAINT HANDLING PROCESS

Complaints Procedure (D209): Section 2.5