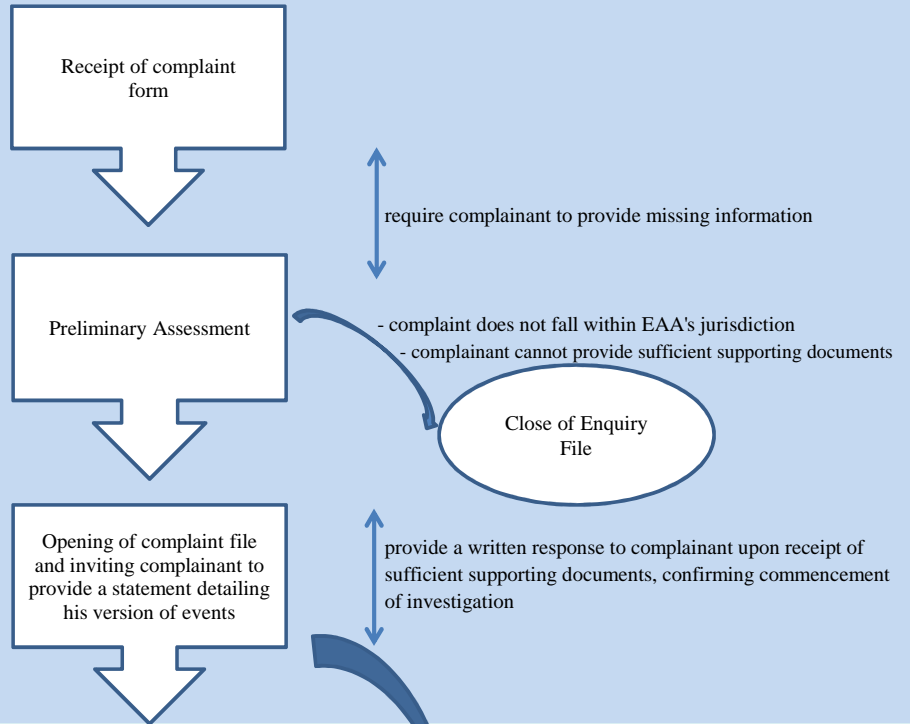
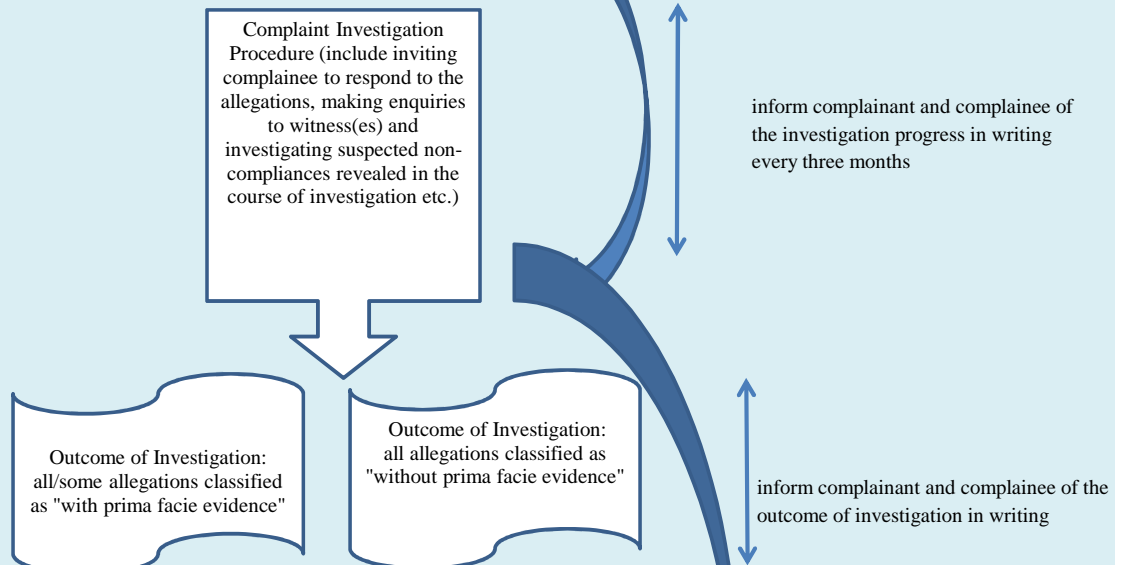


Complaints Procedure Flowchart

1. Enquiry Stage



2. Investigation Stage



3. Follow-up Action Stage

