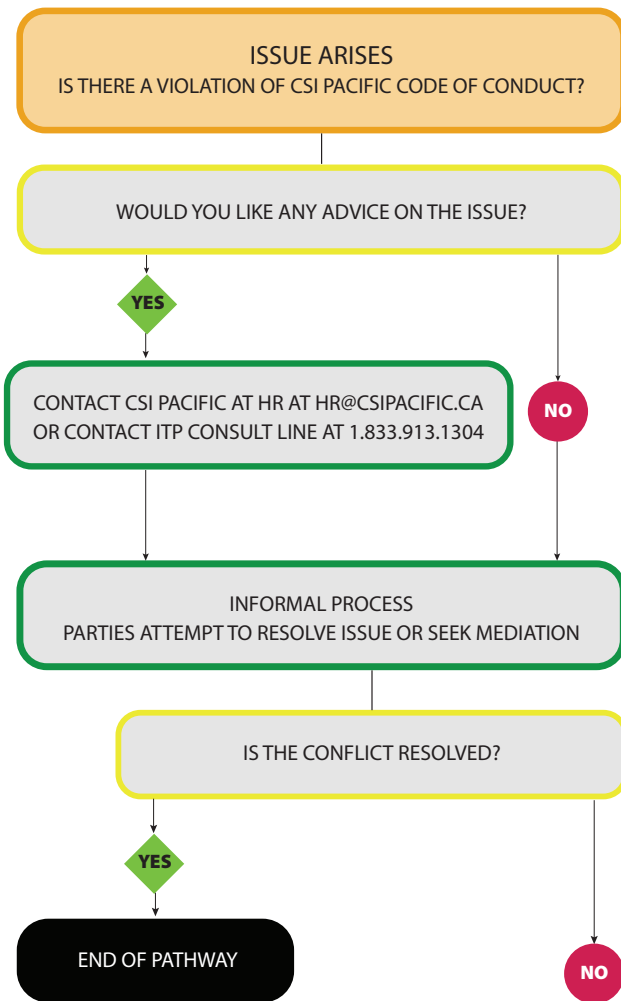


START

COMPLAINTS PROCESS PATHWAY

INFORMAL PROCESS



FORMAL PROCESS

