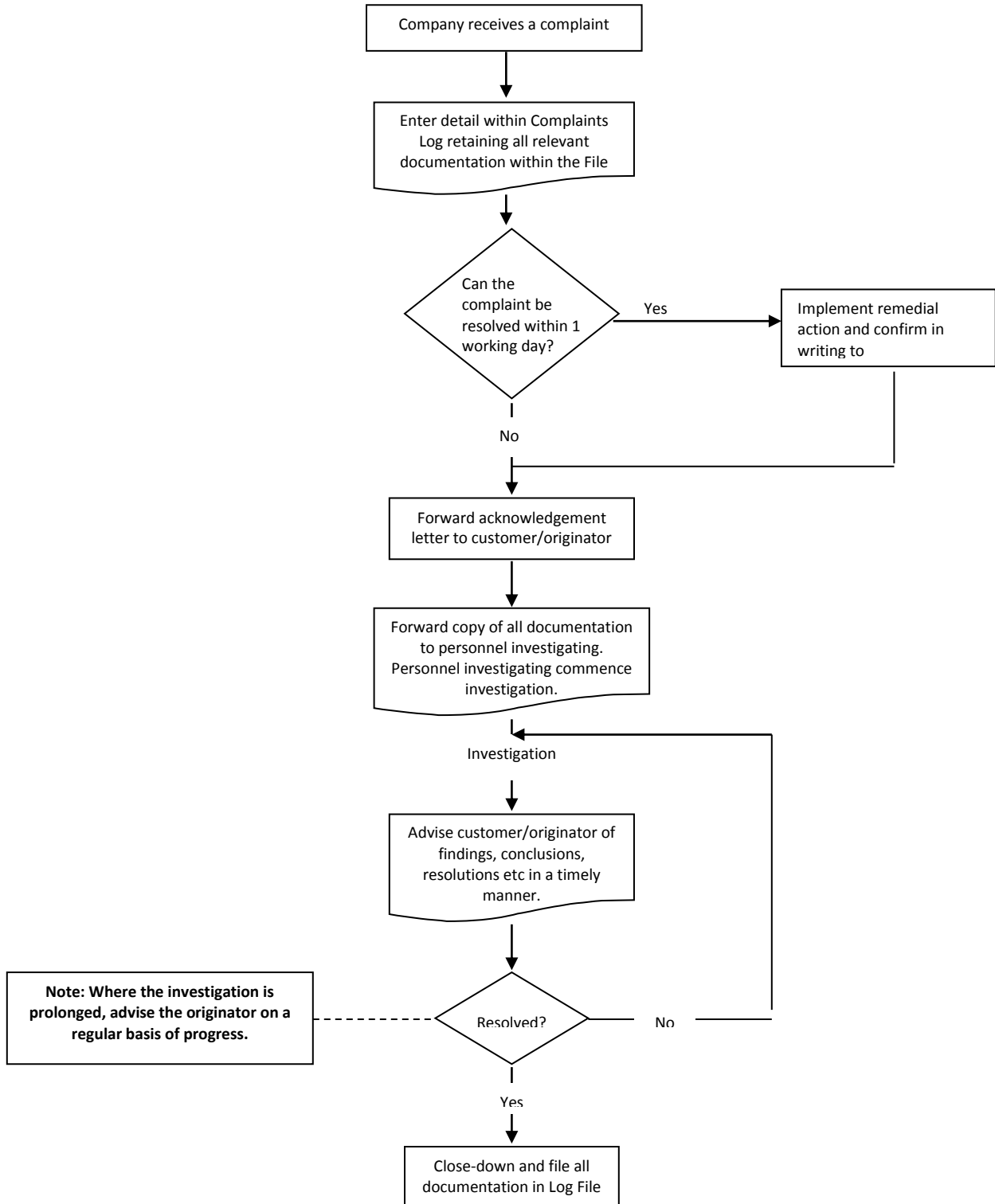




COMPLAINTS PROCEDURE

Recording and Investigation





Monitoring

