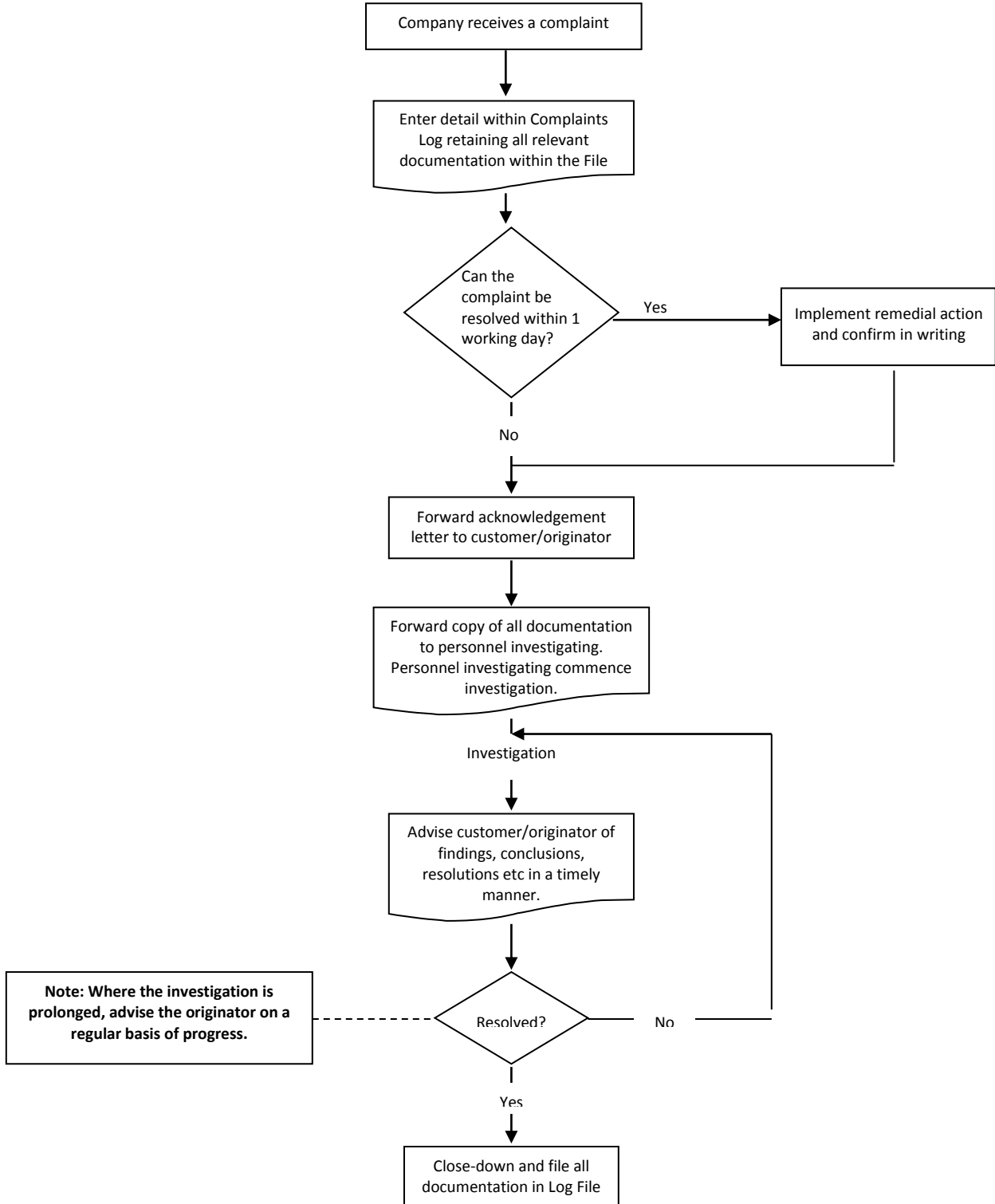


COMPLAINTS PROCEDURE

Recording and Investigation



COMPLAINTS PROCEDURE

Monitoring

