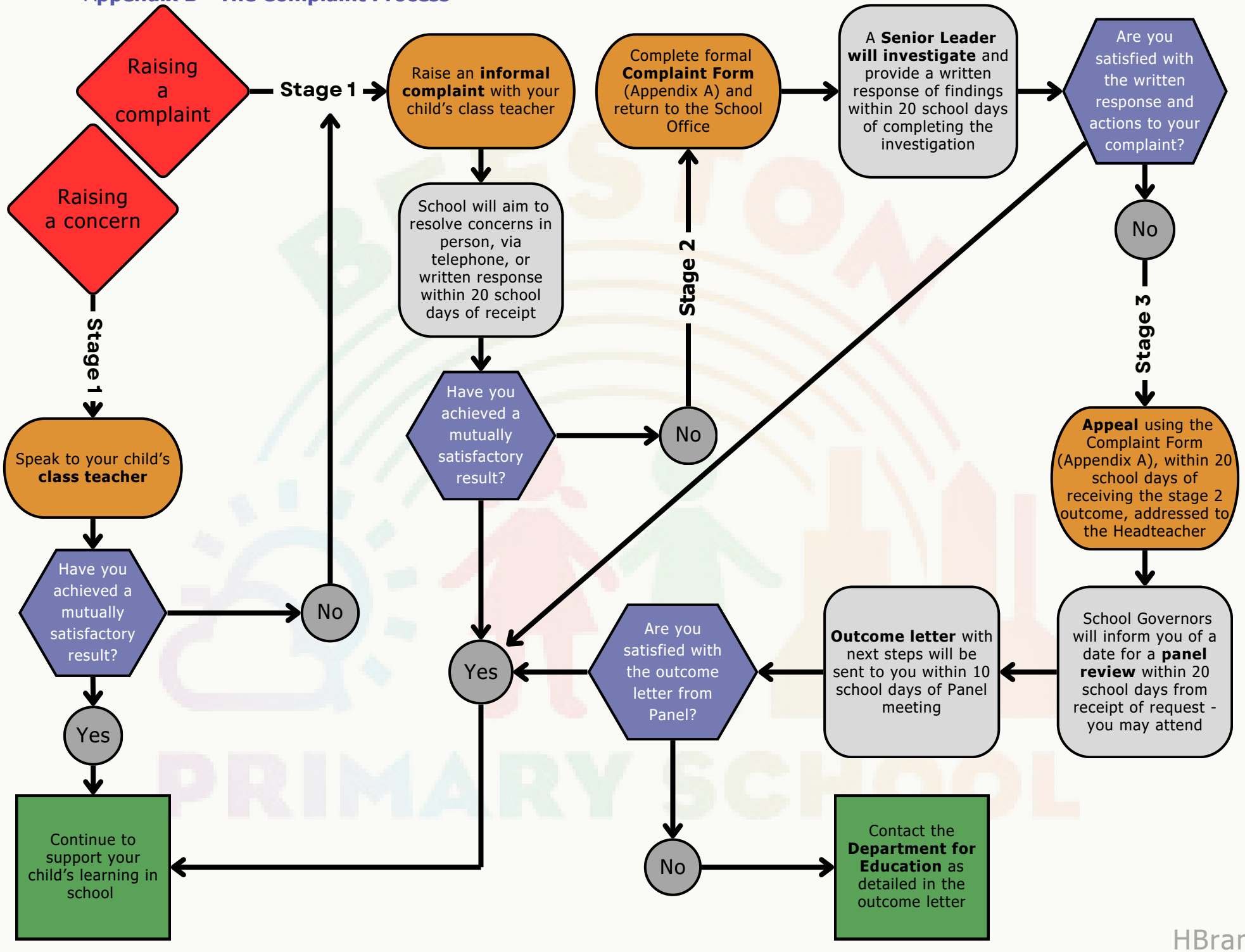
## Appendix B - The Complaint Process




HBramhall