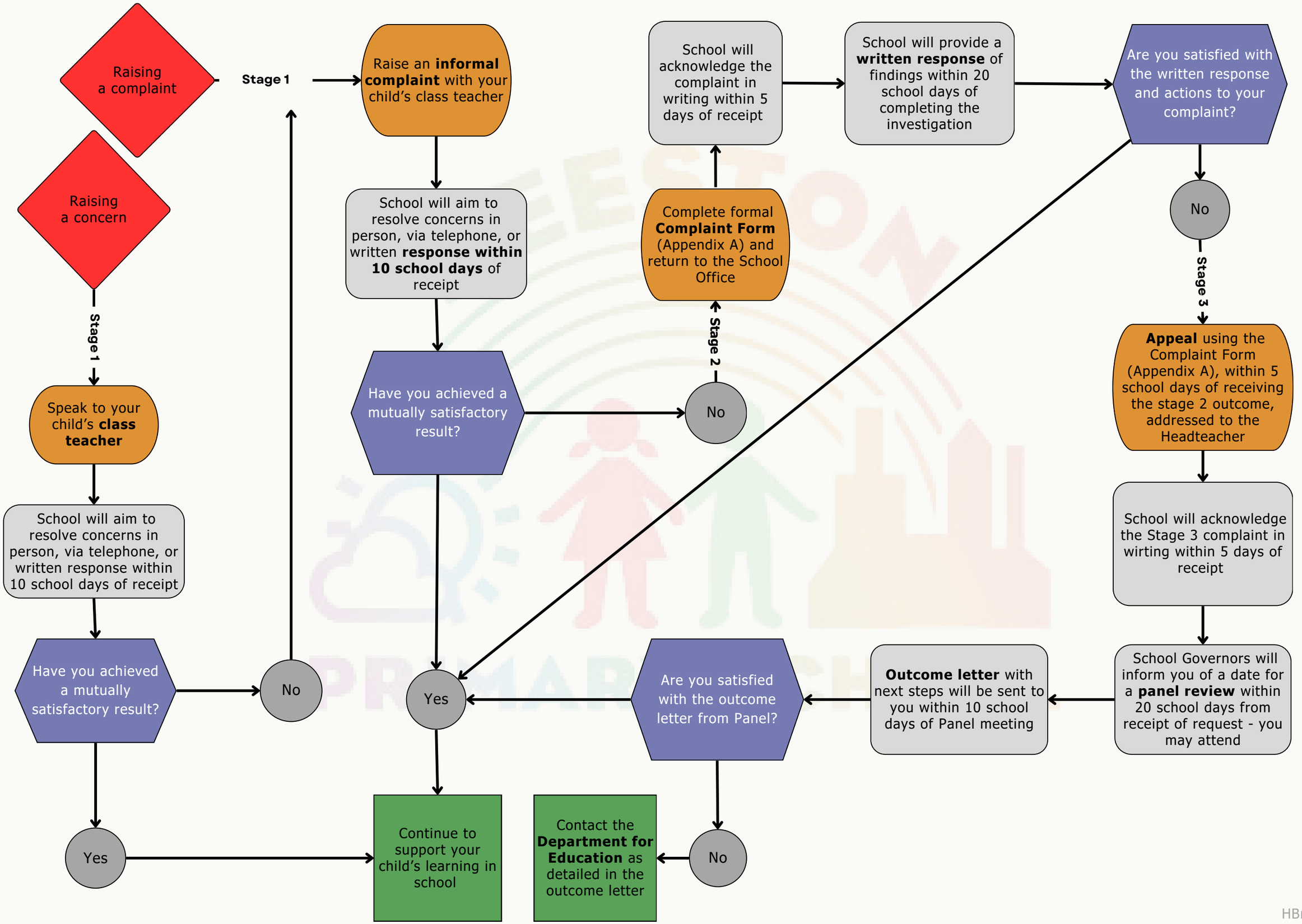
Appendix B - The Complaints Process



HBramhall