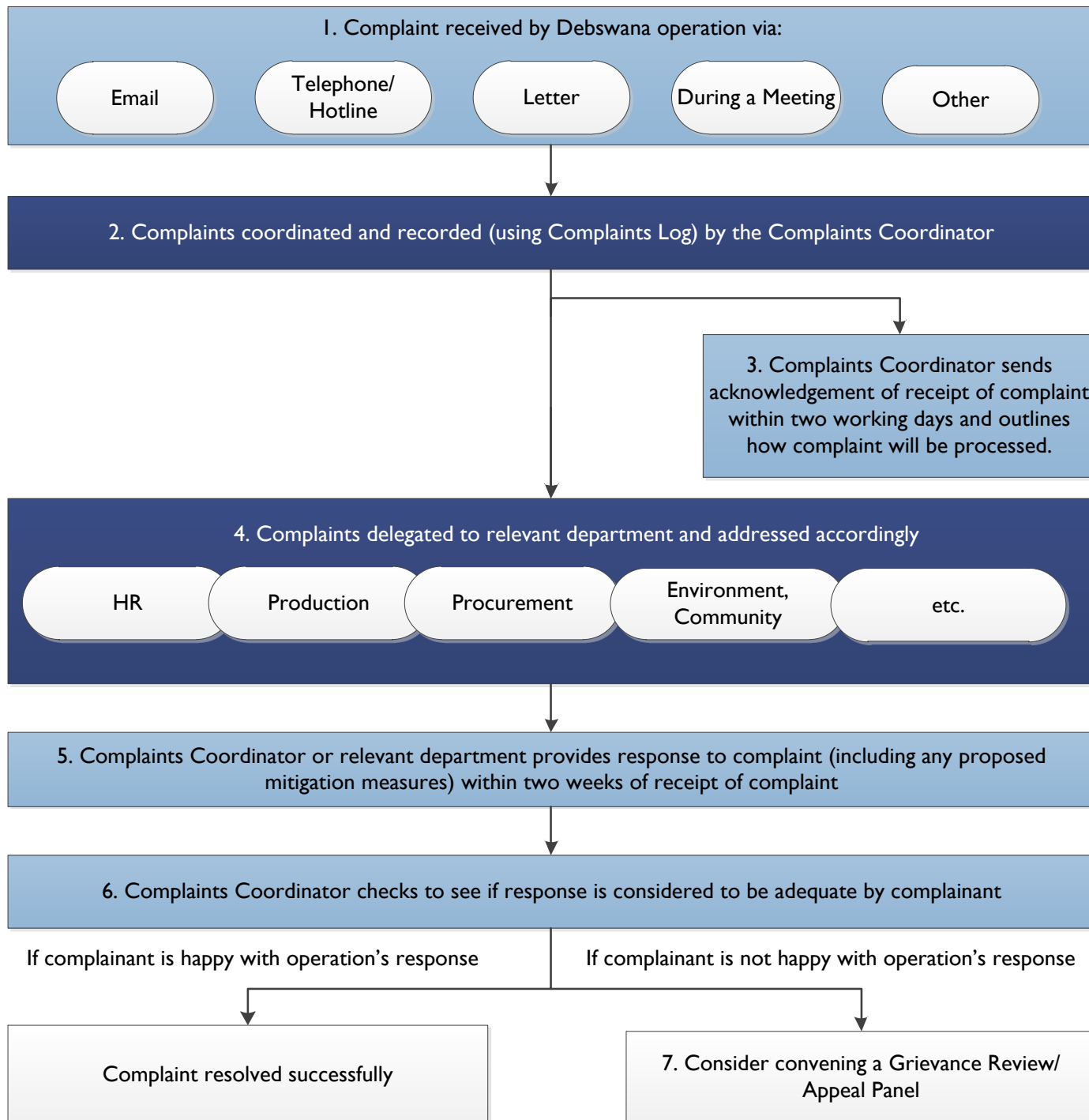


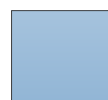
Public Complaints Procedure



Key:



Internal processes



Interaction with the complainant