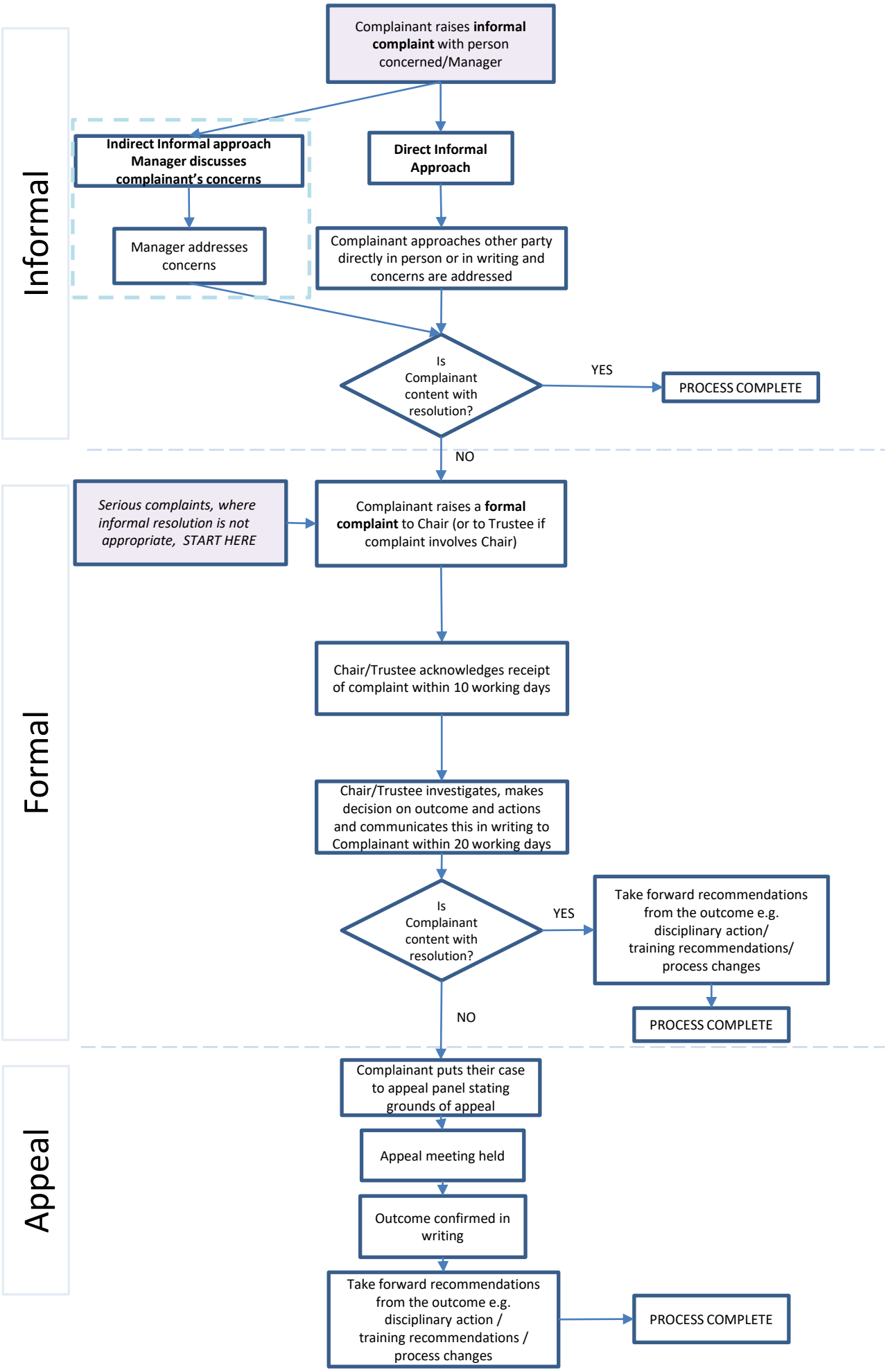Appendix 1 - Complaints Policy Flowchart