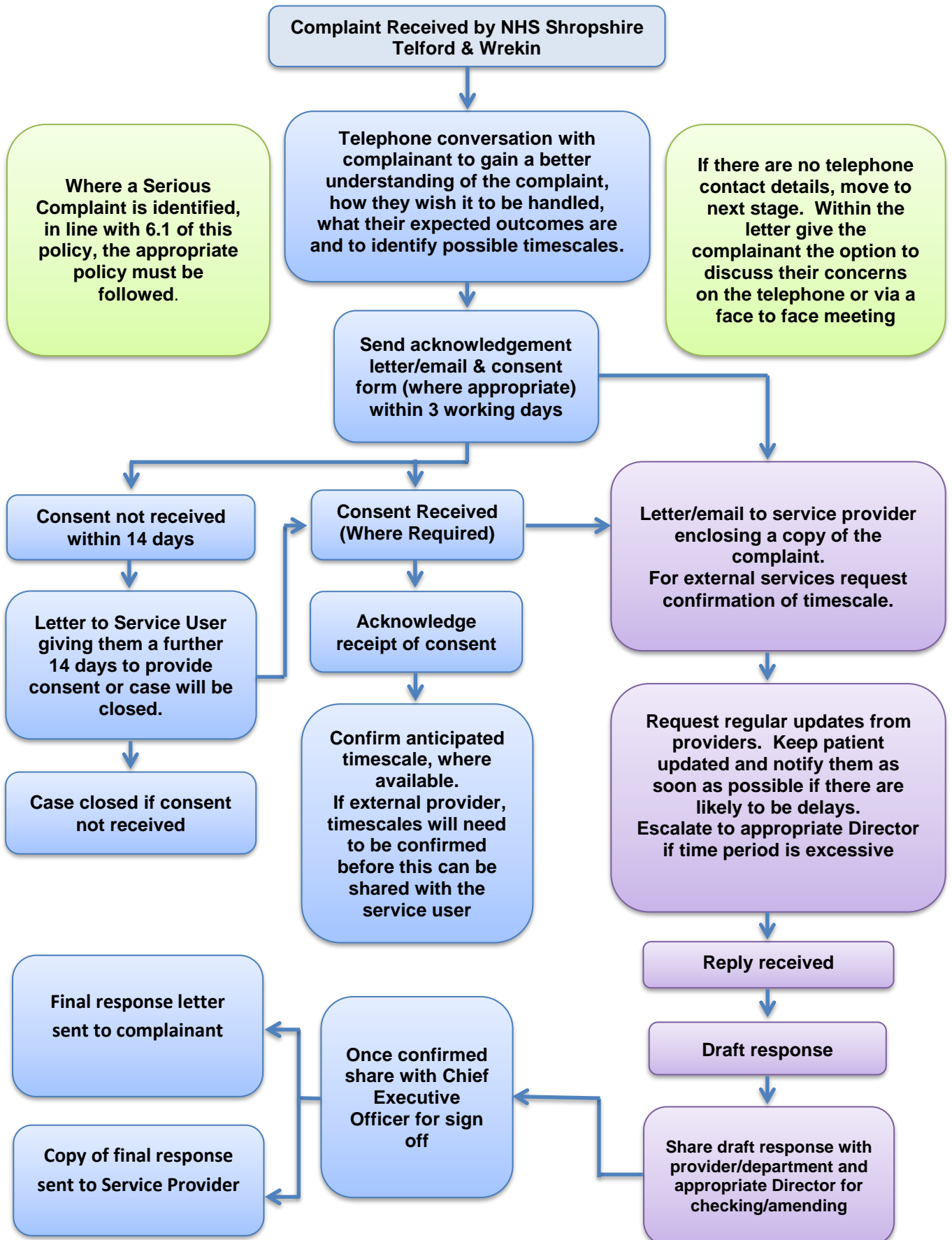


**Complaint Process**



*NB. Throughout the process all actions taken and documents created should be recorded on the Complaint Management System.*