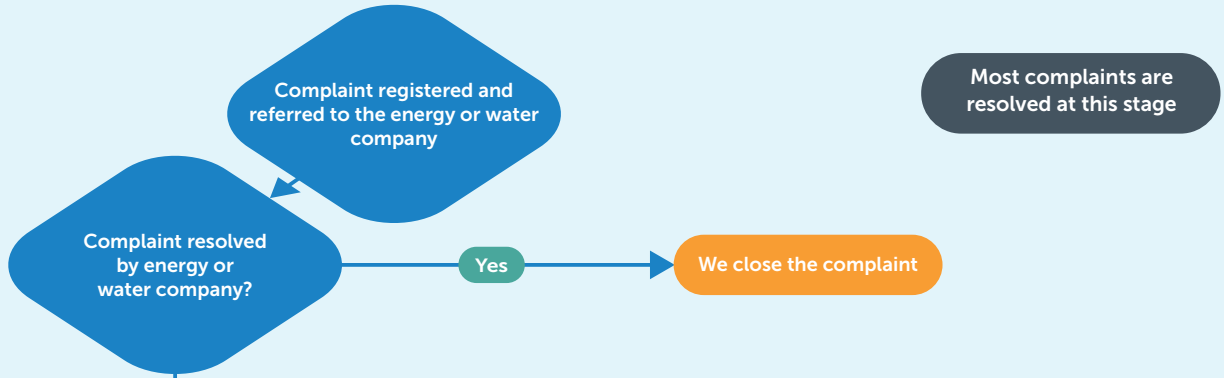
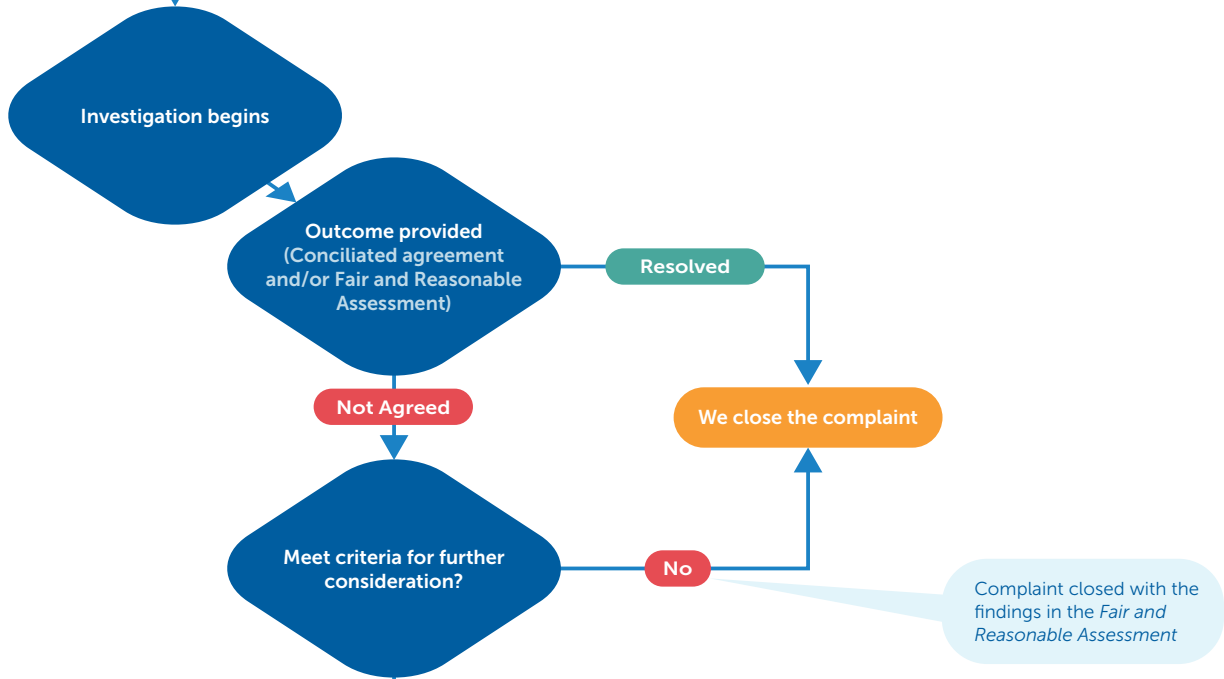


Overview of the Complaint Handling Process

Referral



Investigation



Final Decision

