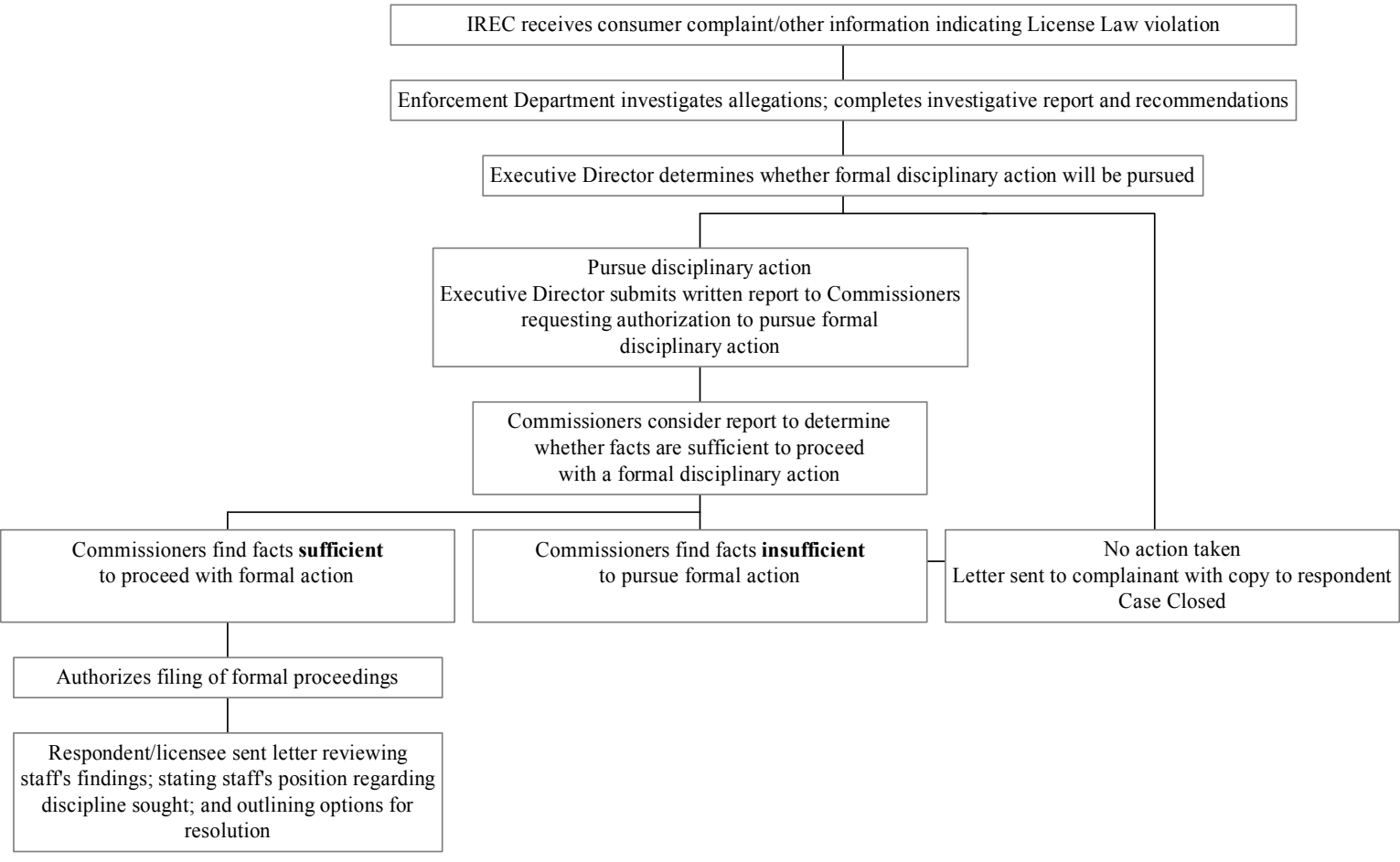
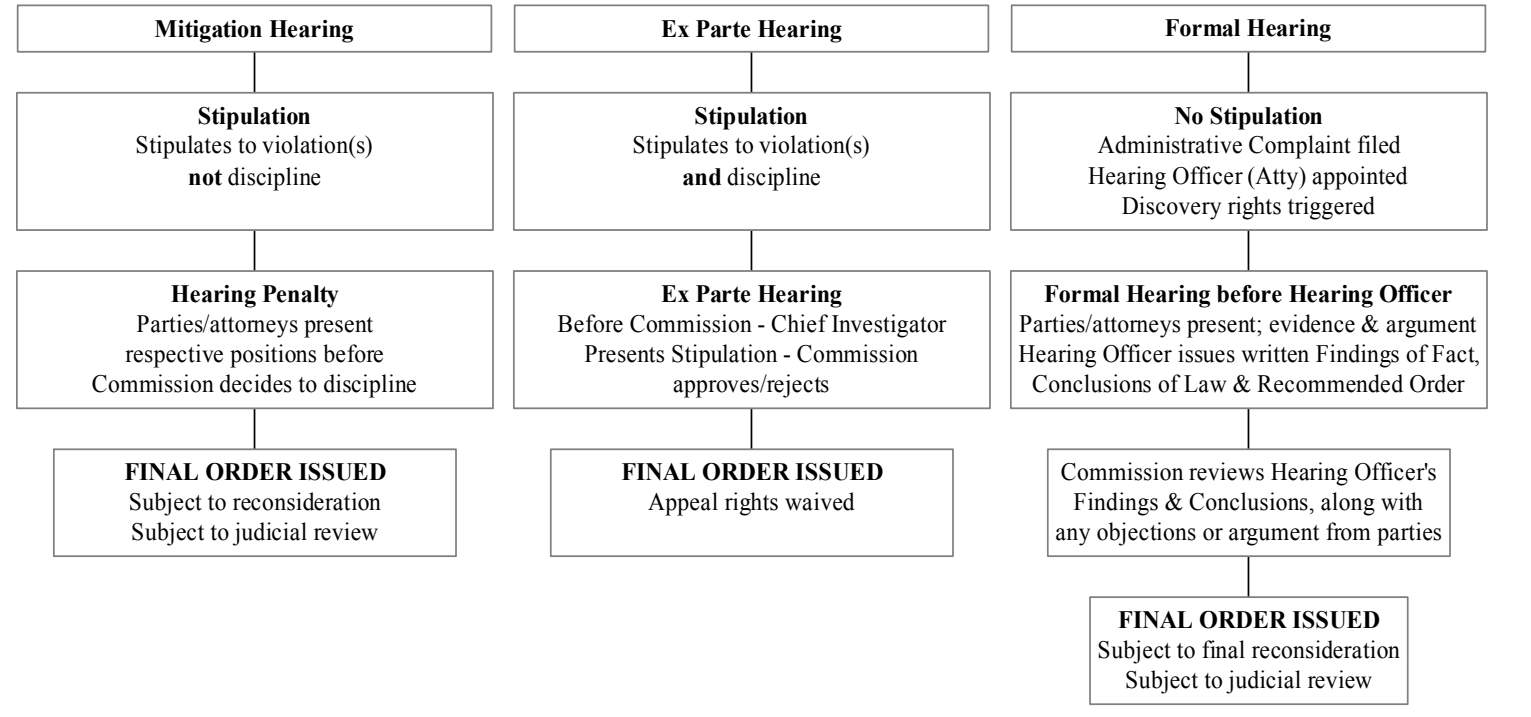
Complaint Procedure Flow Chart



Respondent's Options