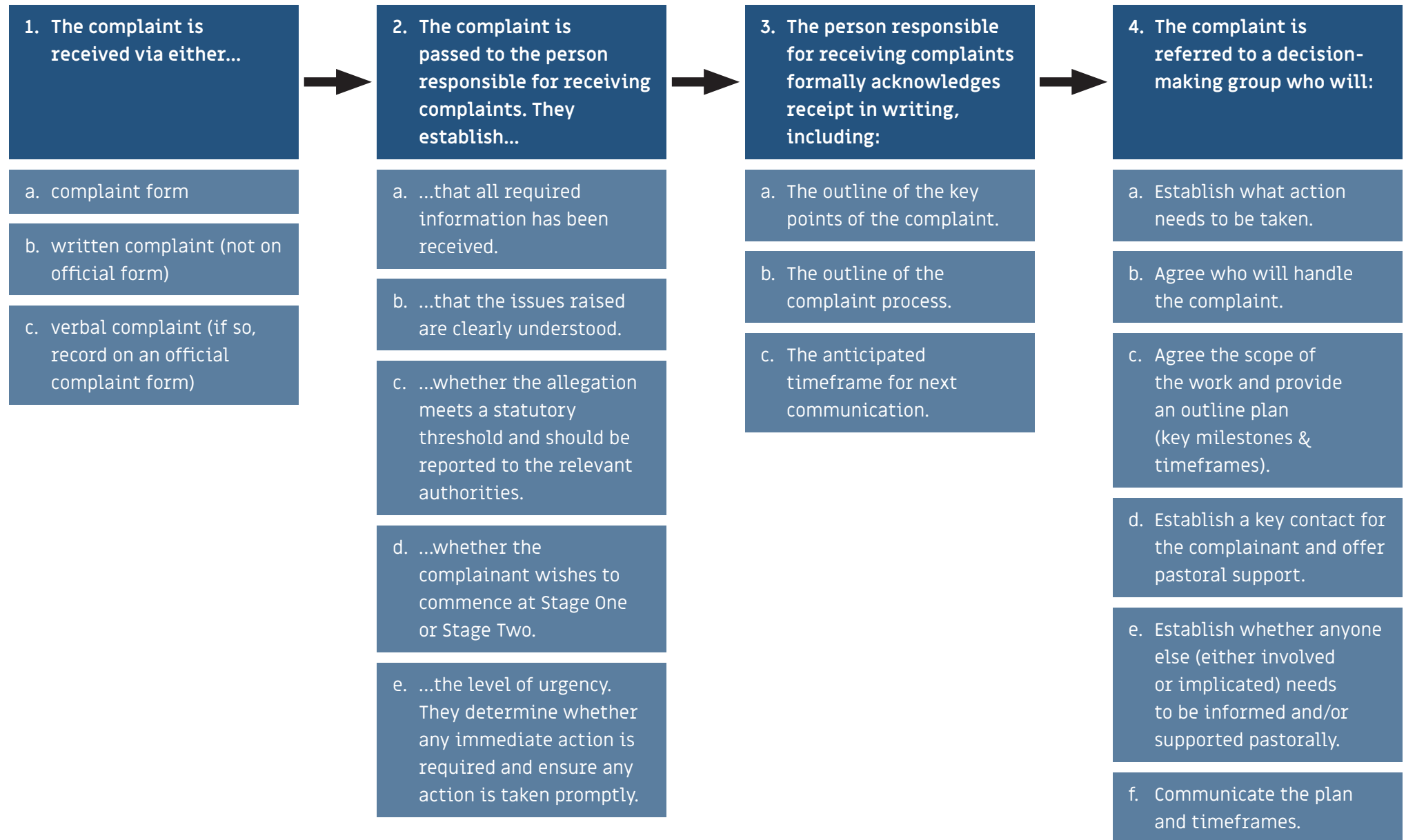
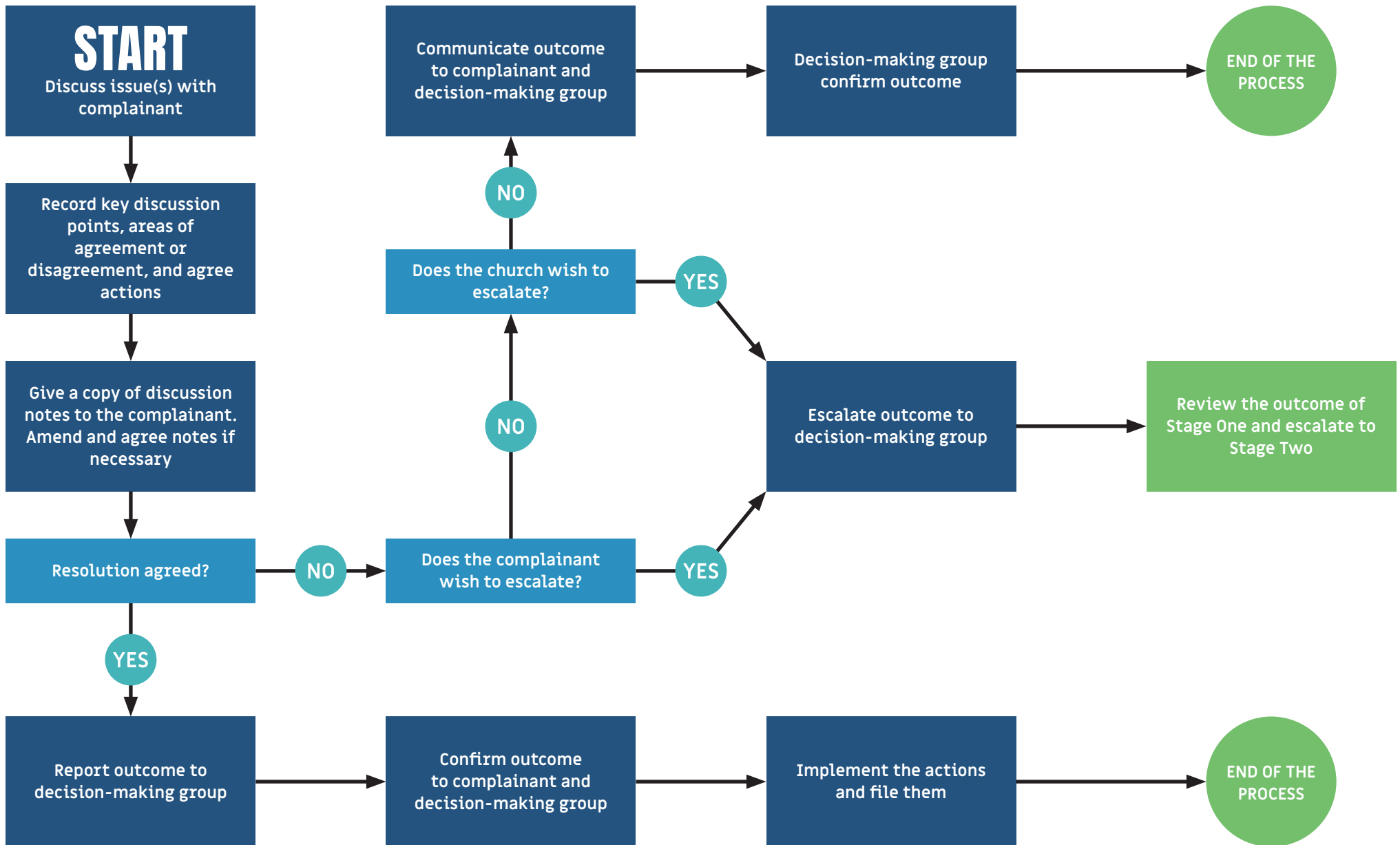


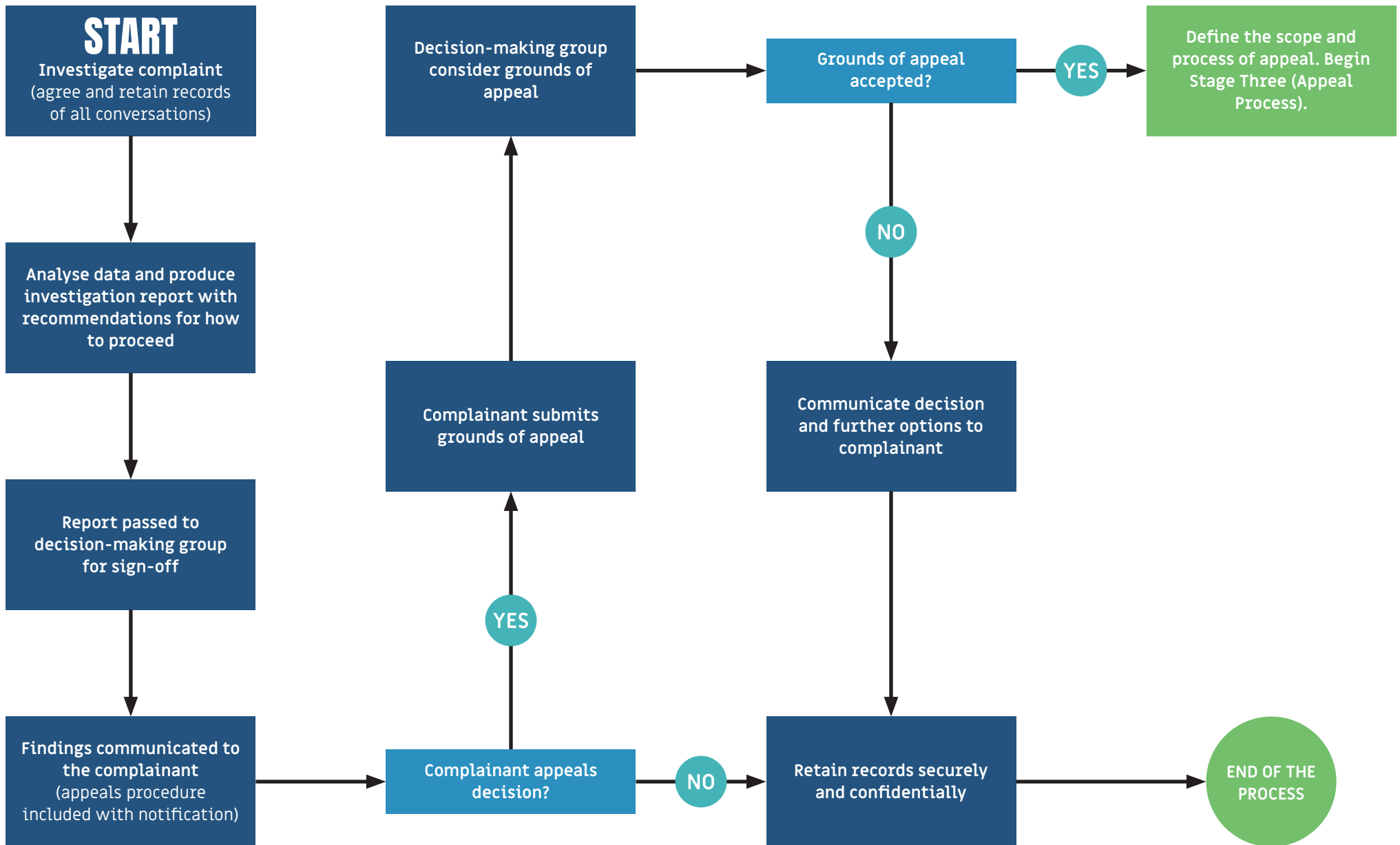
# COMPLAINTS PROCESS - ON RECEIVING A COMPLAINT



# STAGE ONE : INFORMAL RESOLUTION



# STAGE TWO : ESCALATION AND INVESTIGATION PROCESS



# STAGE THREE : APPEAL PROCESS

