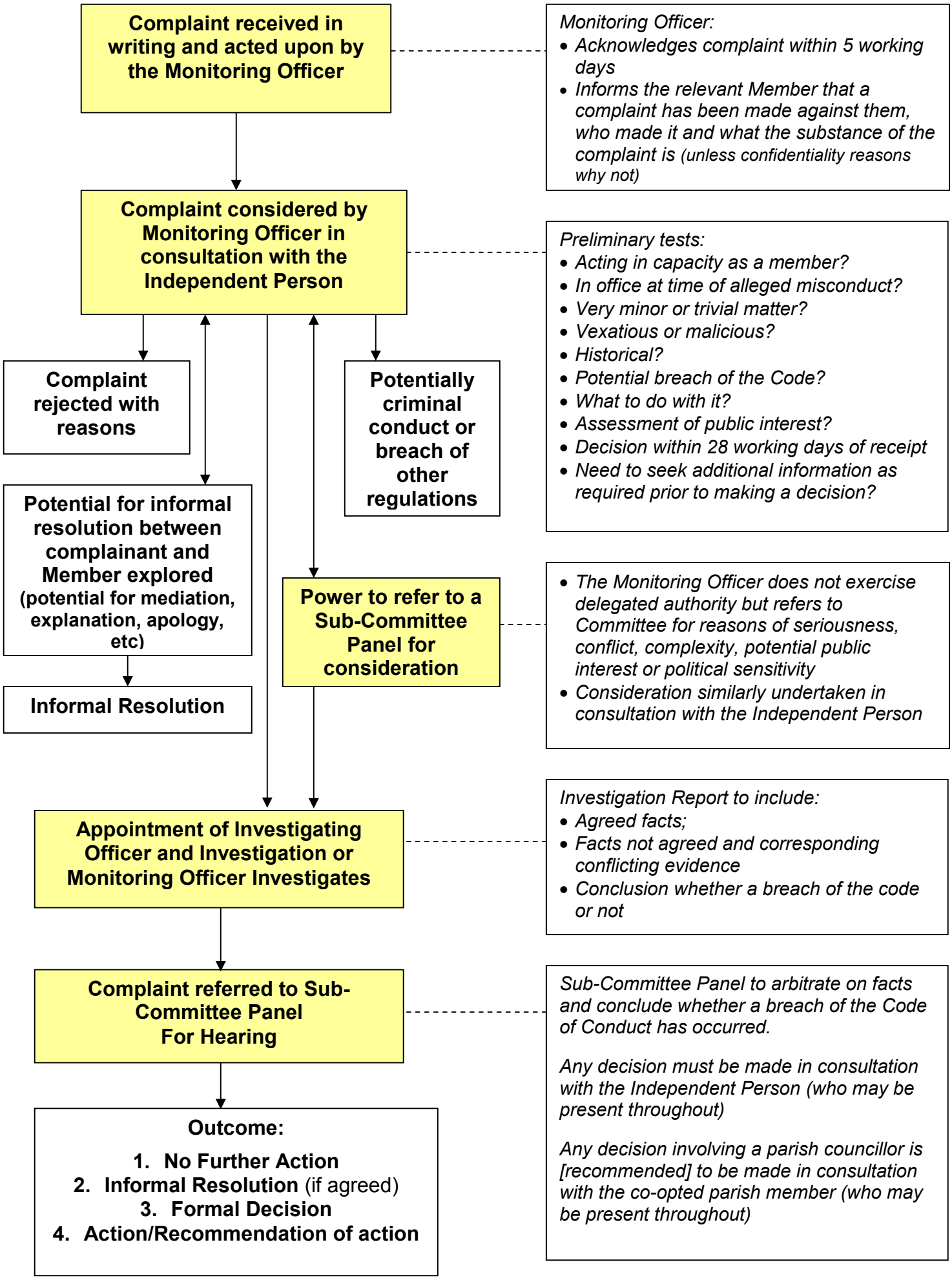Complaints Procedure Flowchart **Appendix B**