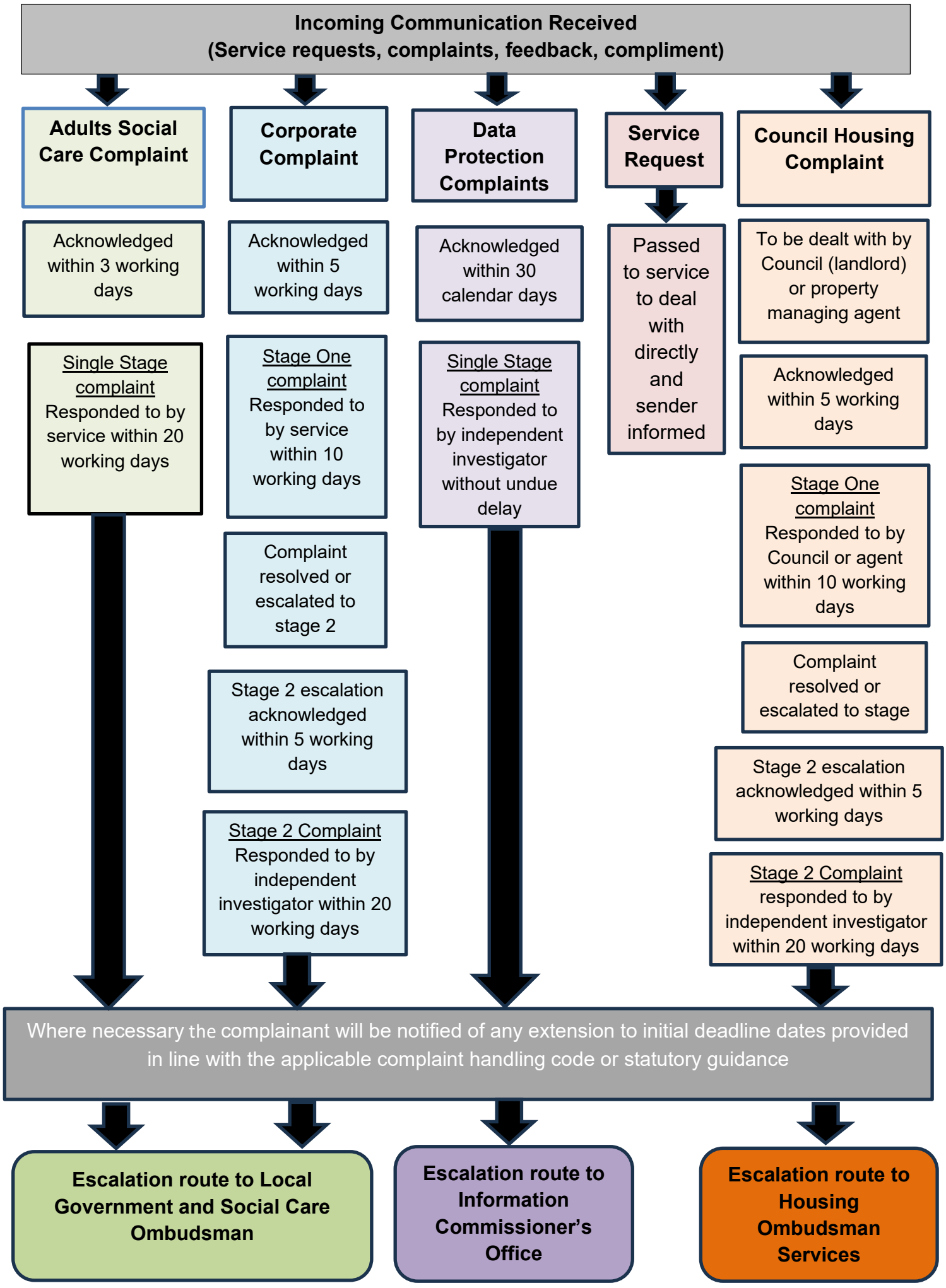
Appendix A

Complaints Procedure