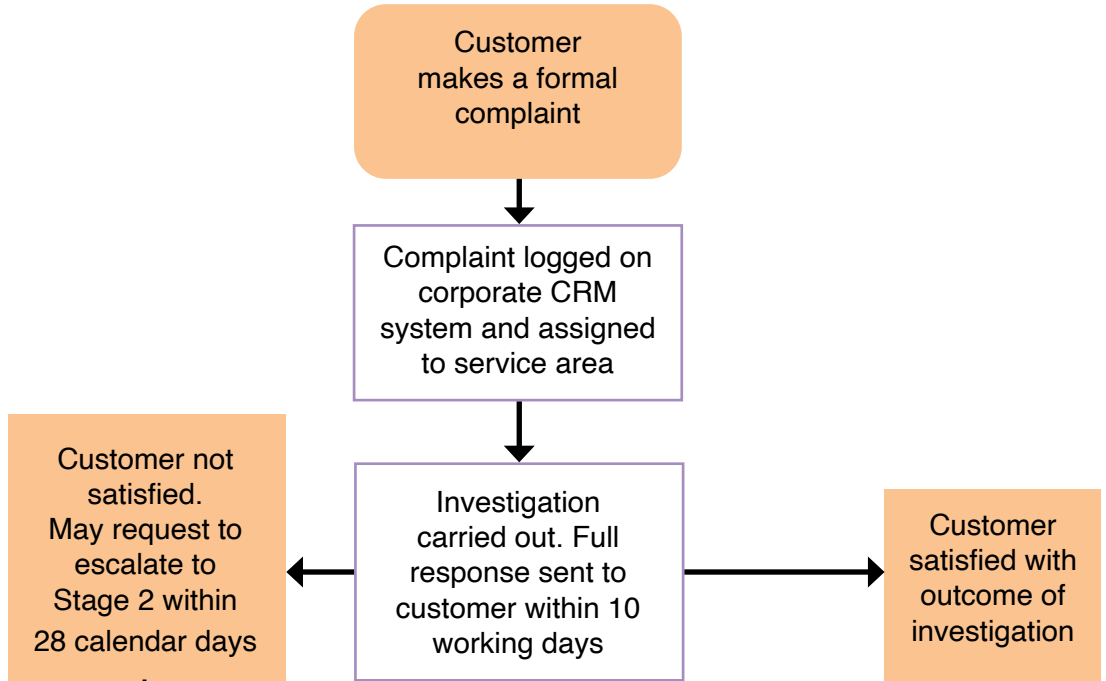


# Appendix A: Complaints process

## Stage 1



## Stage 2

