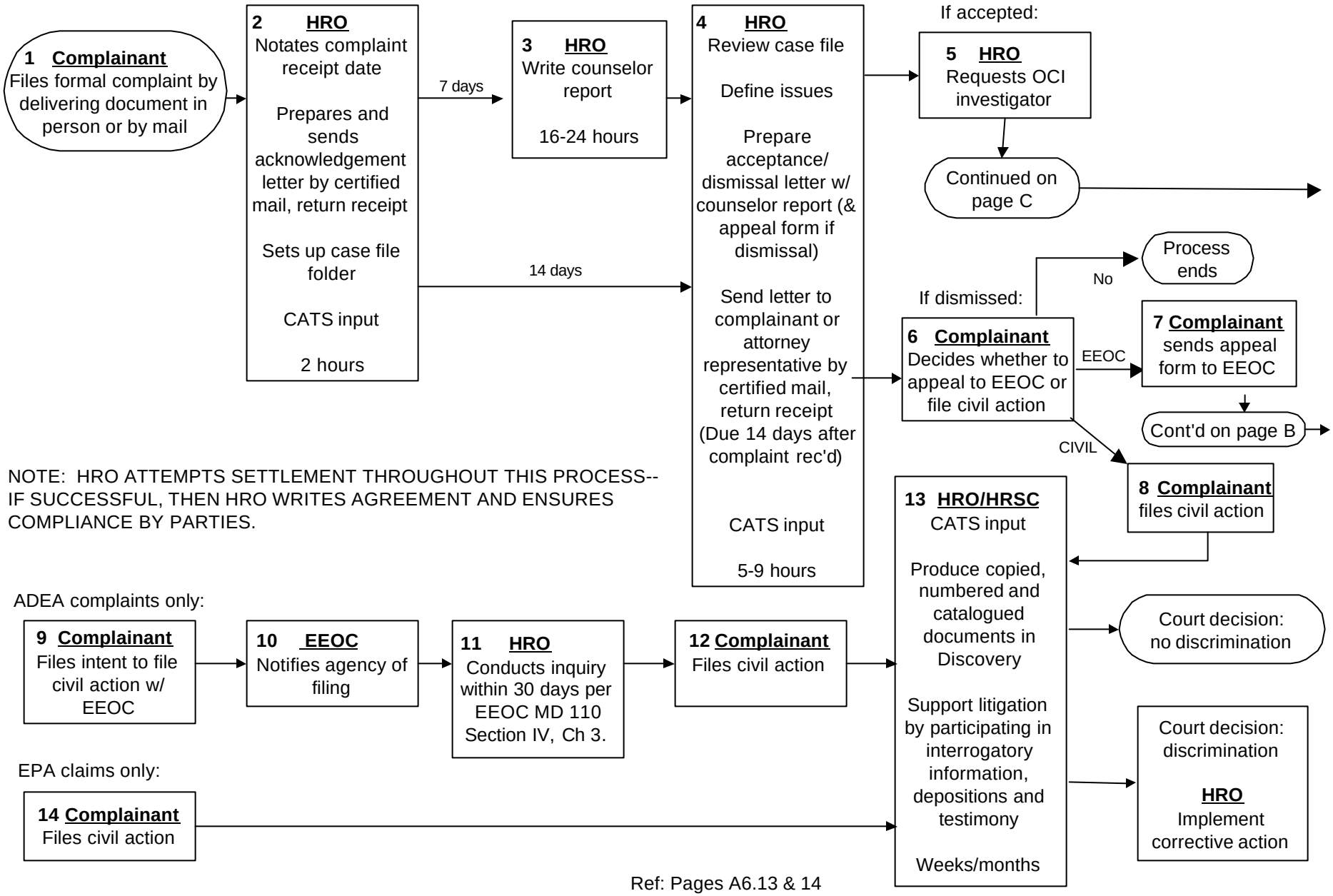
A6.7 - Formal Individual Complaint Processing



Ref: Pages A6.13 & 14