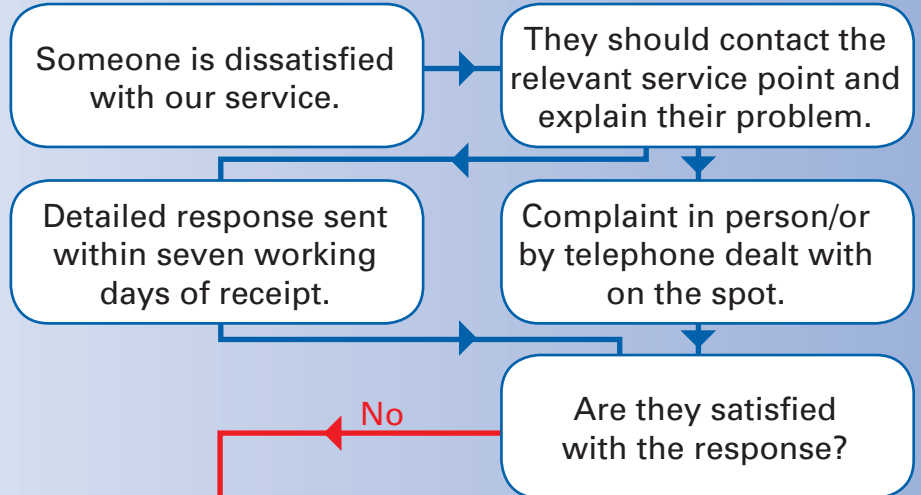
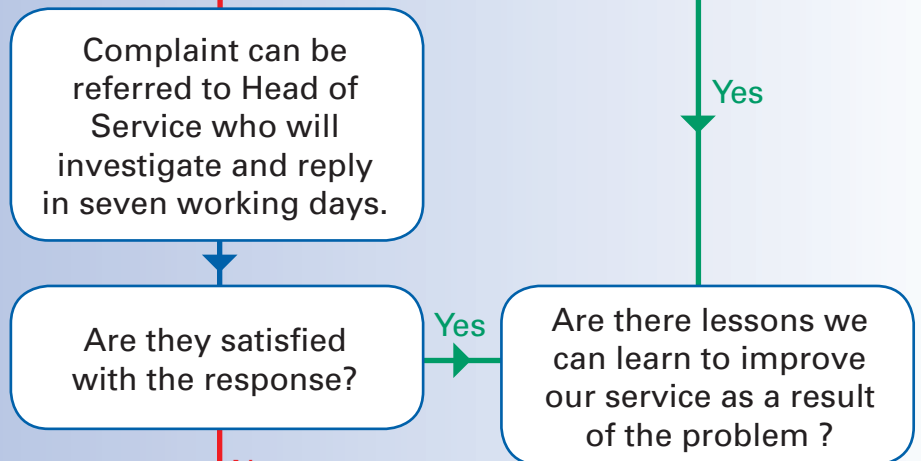


# Complaints procedure

## First Stage →



## Second Stage →



## Third Stage →

