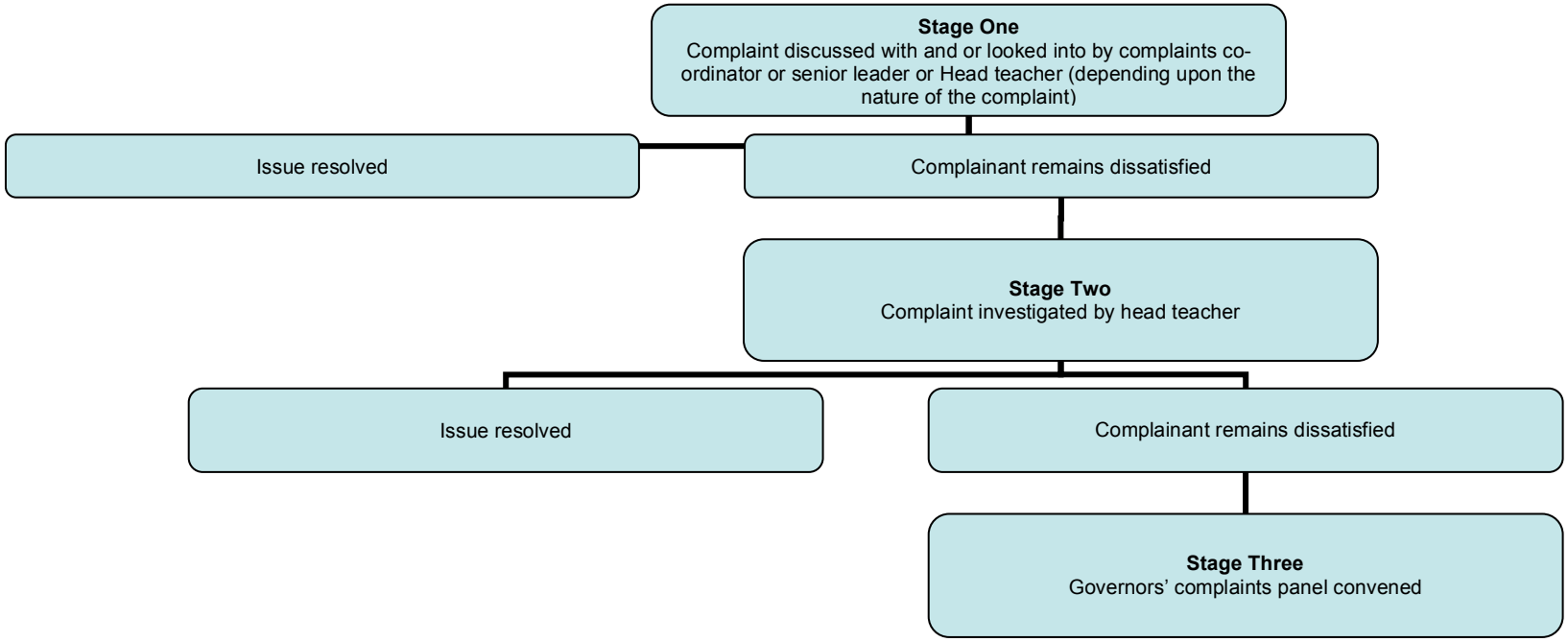
Summary of Dealing with Complaints

Annex A - Flowchart