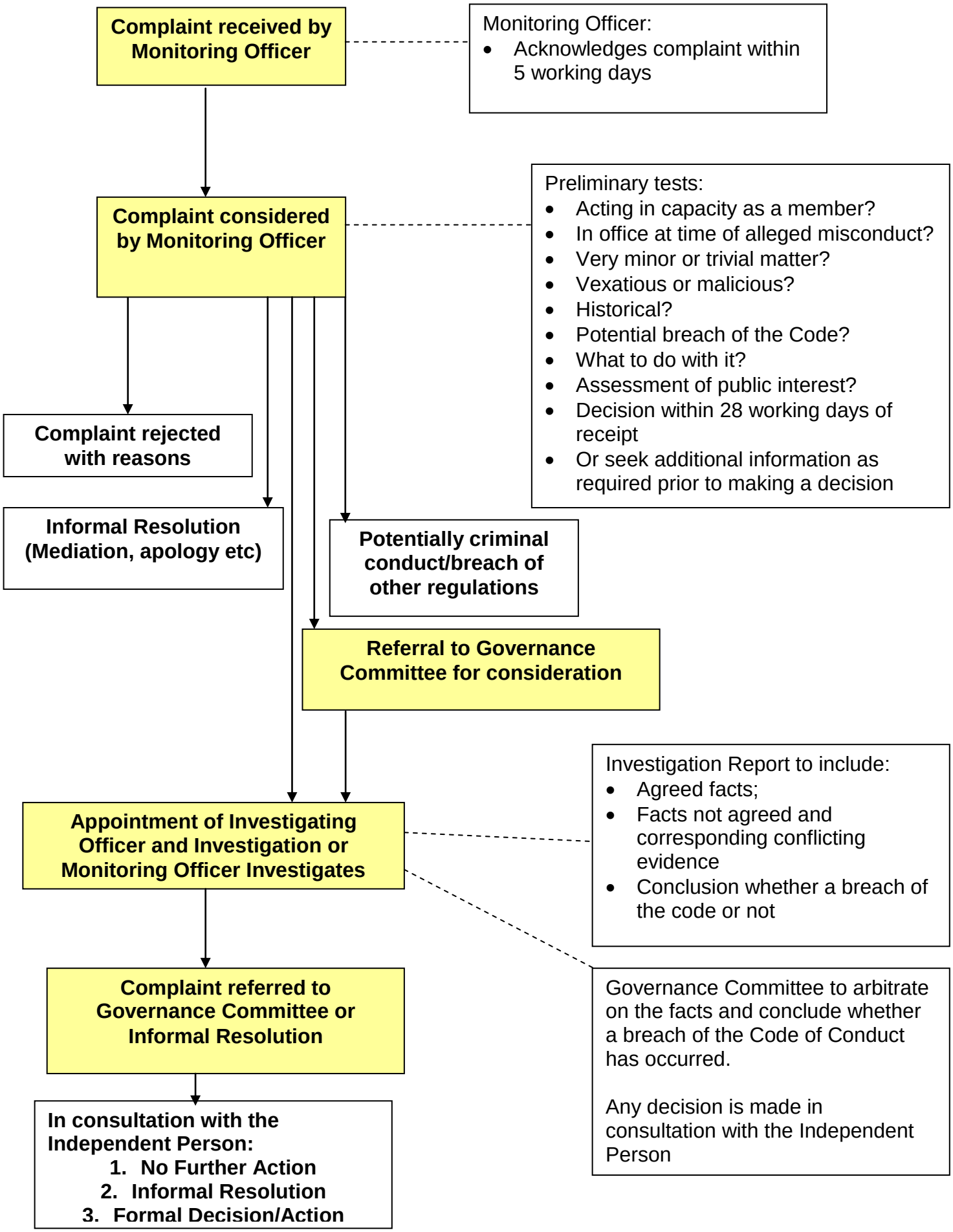PART 5.1.2 Annex 2
Complaints Procedure Flowchart