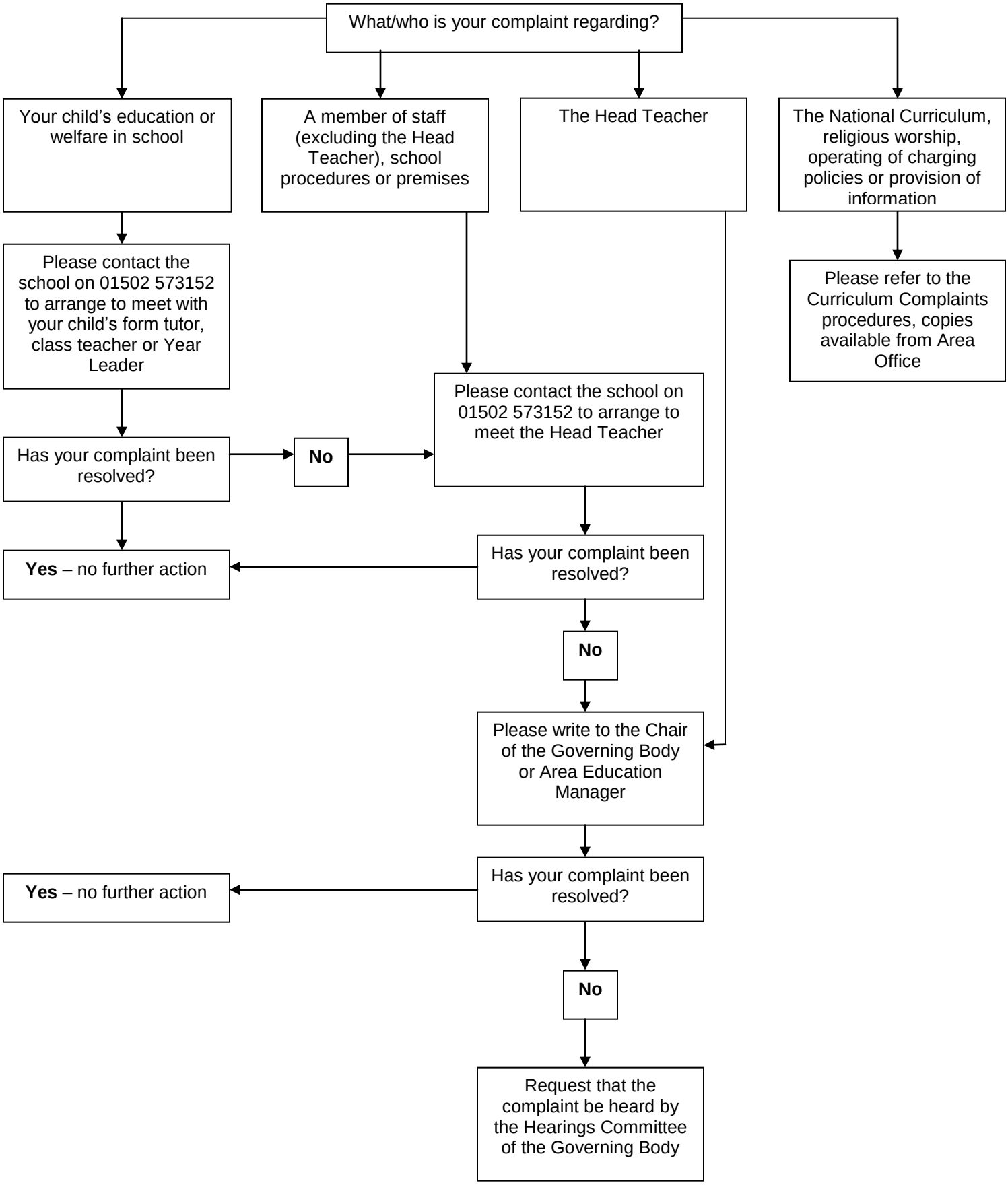General Complaints Procedure – Flowchart