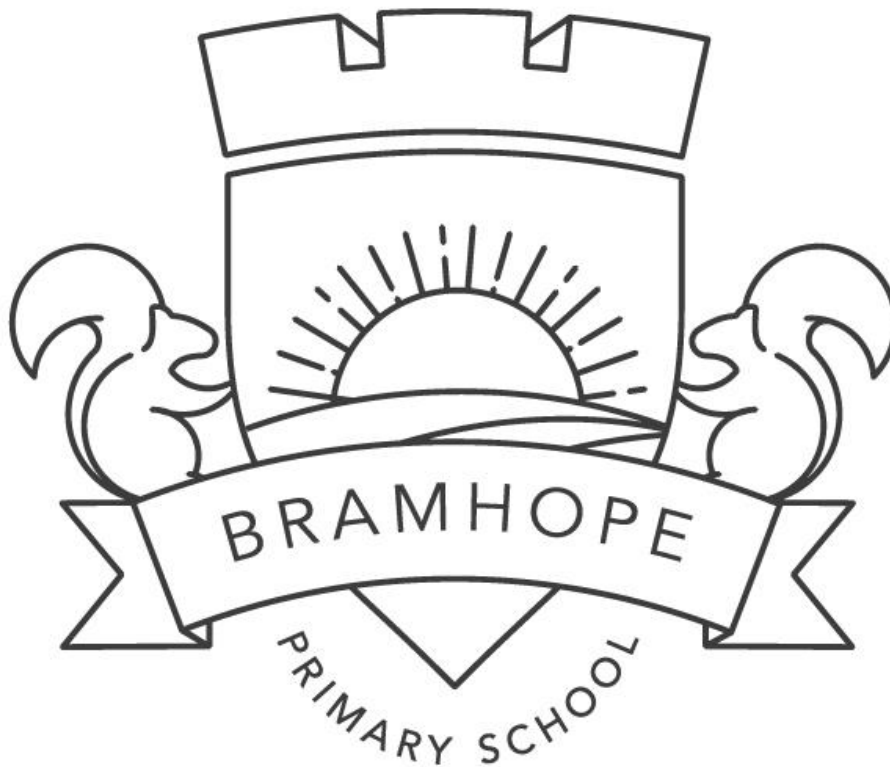


Concerns & Complaints Policy Document
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Complaints Flowchart



Document No: CCP004

