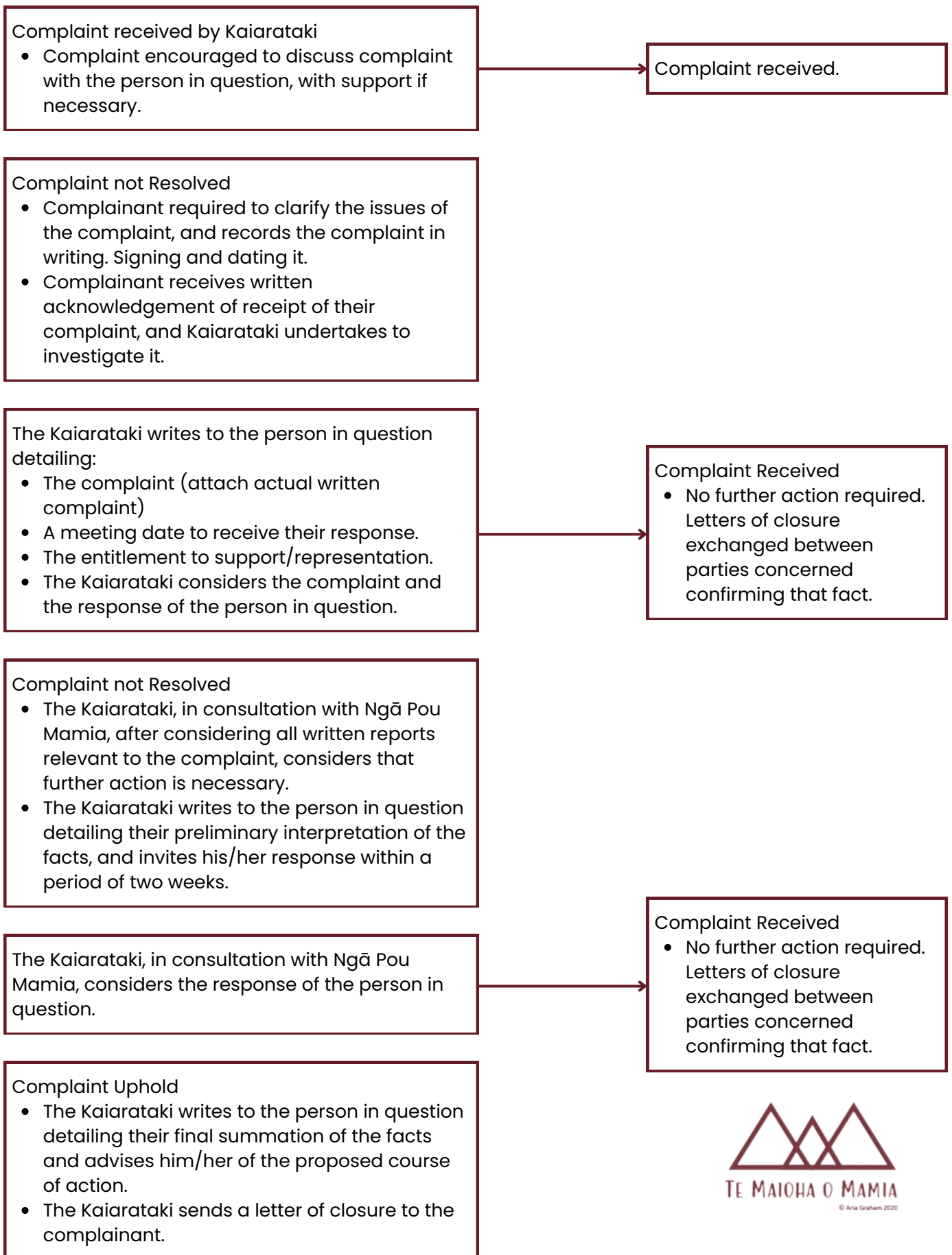


# COMPLAINT PROCEDURE



# CONCERN PROCEDURE

