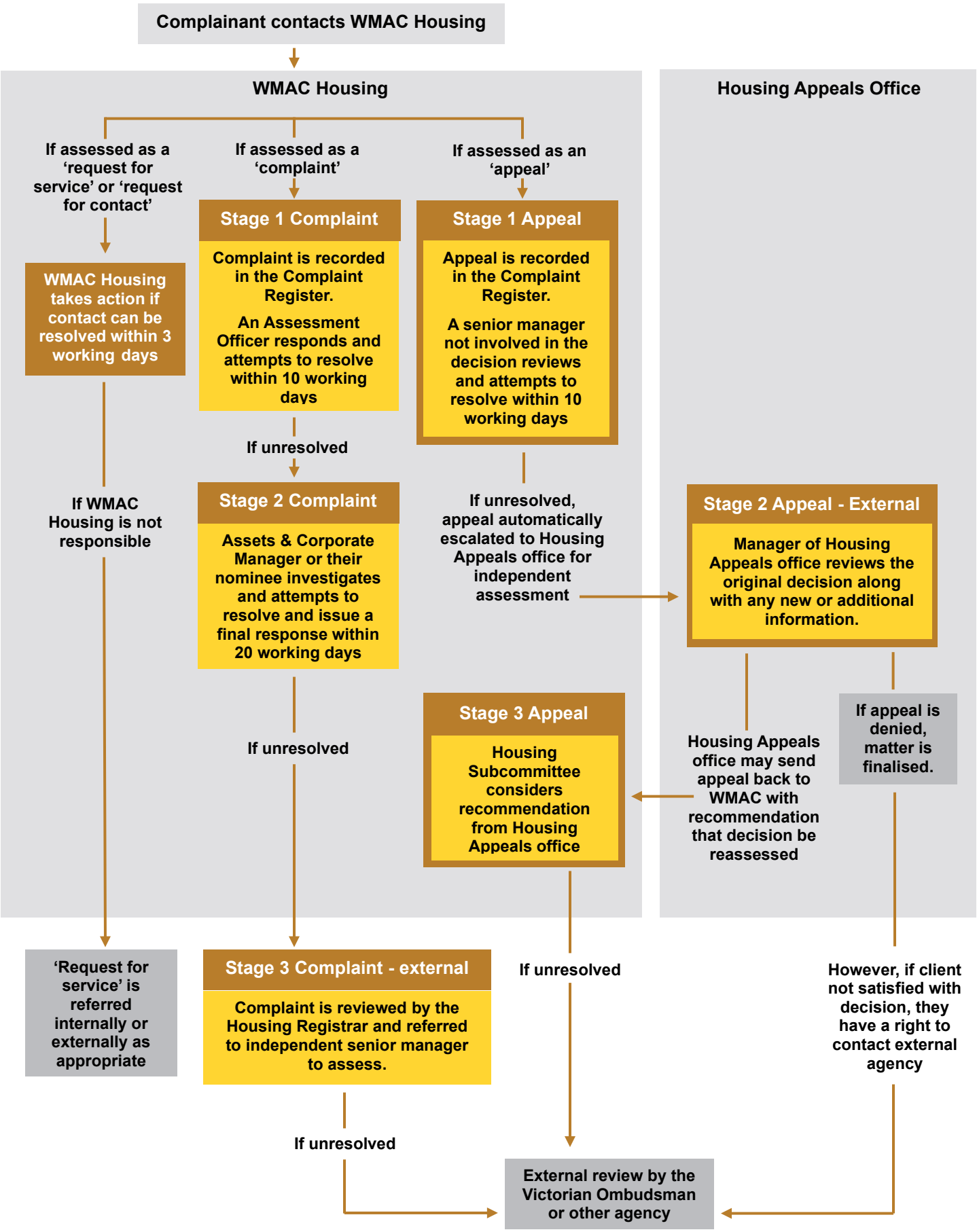Appendix 1 – Complaints and Appeals Flowchart