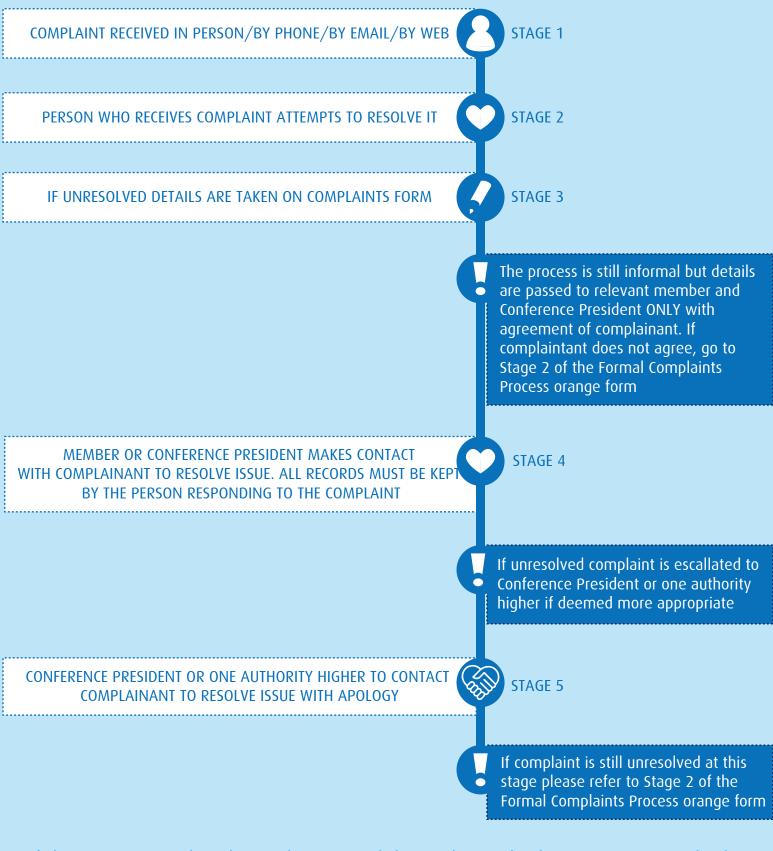
Process for dealing with Informal Complaints



* The person against whom the complaint was made has a right to reply, please see compaints policy for full information

