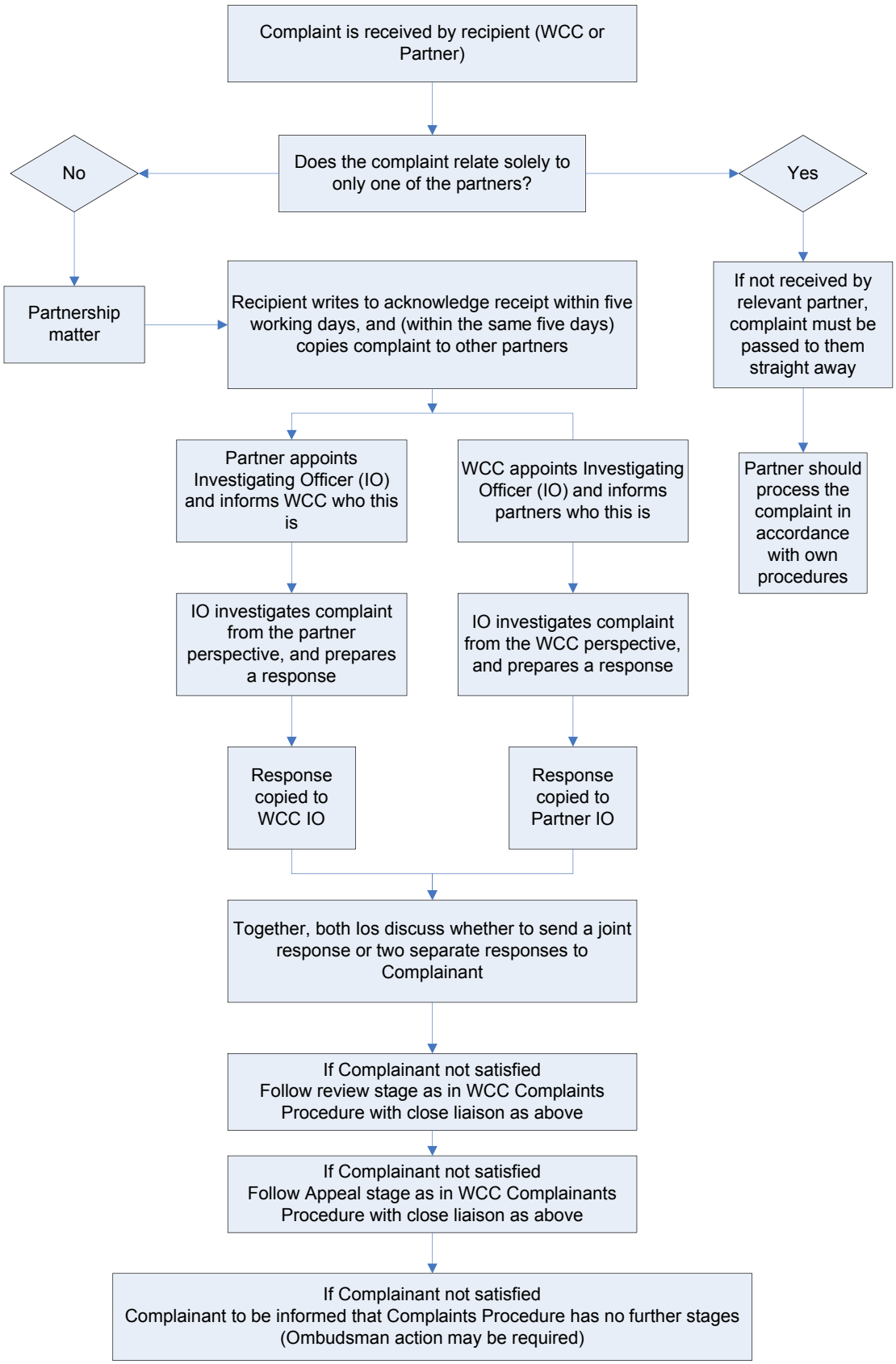
Appendix 7

Dealing with Complaints