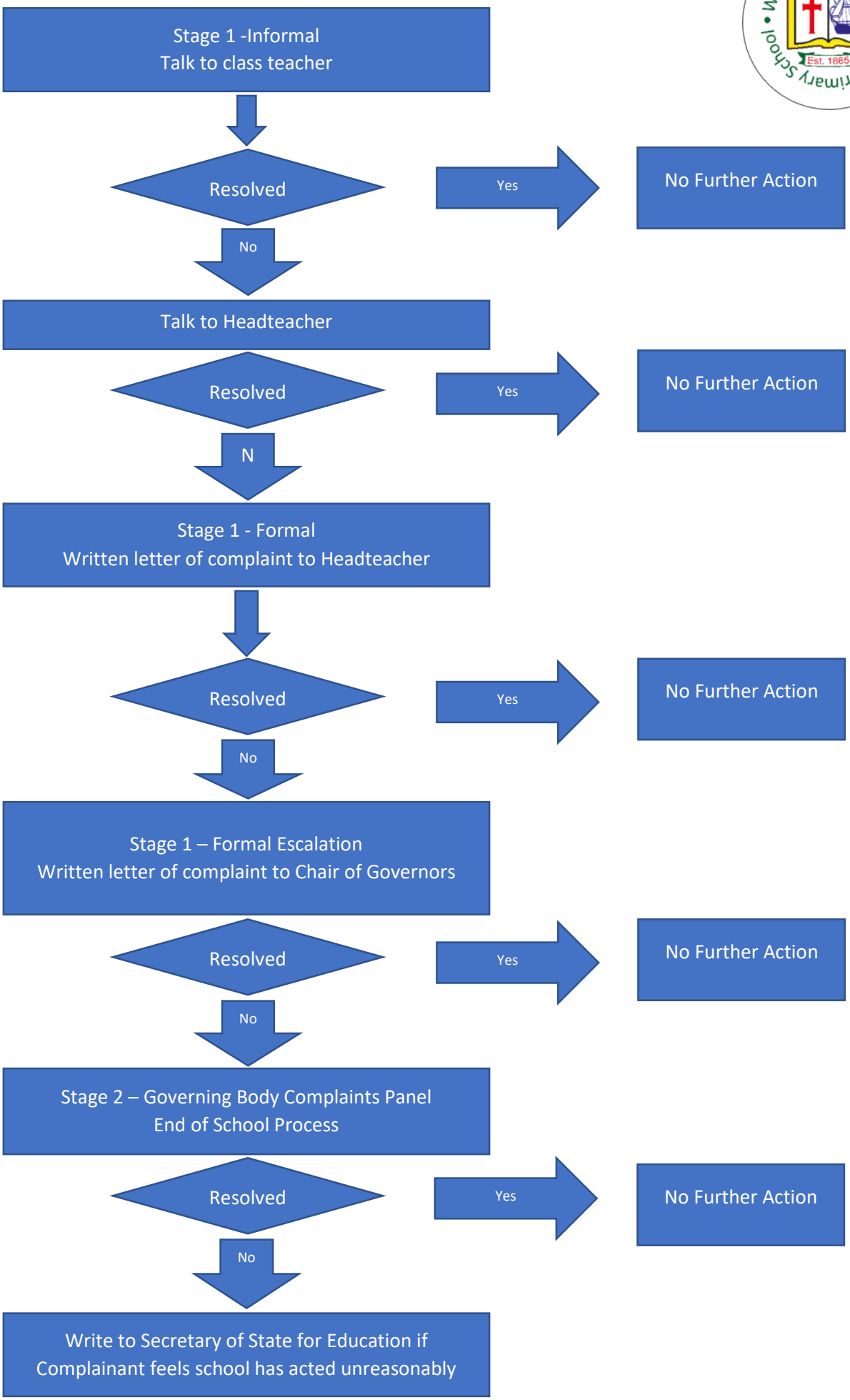Complaints Procedure – at a glance