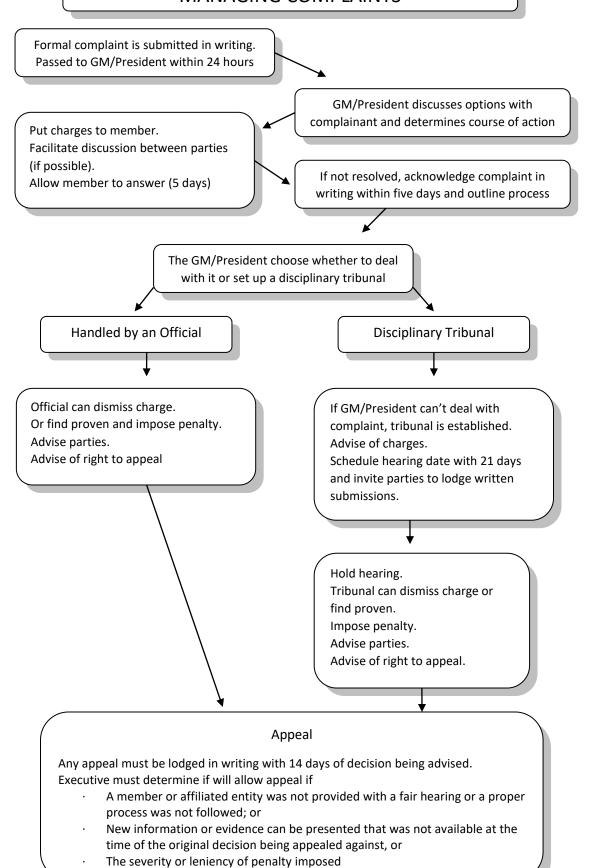
MANAGING COMPLAINTS



Date updated: August 2020