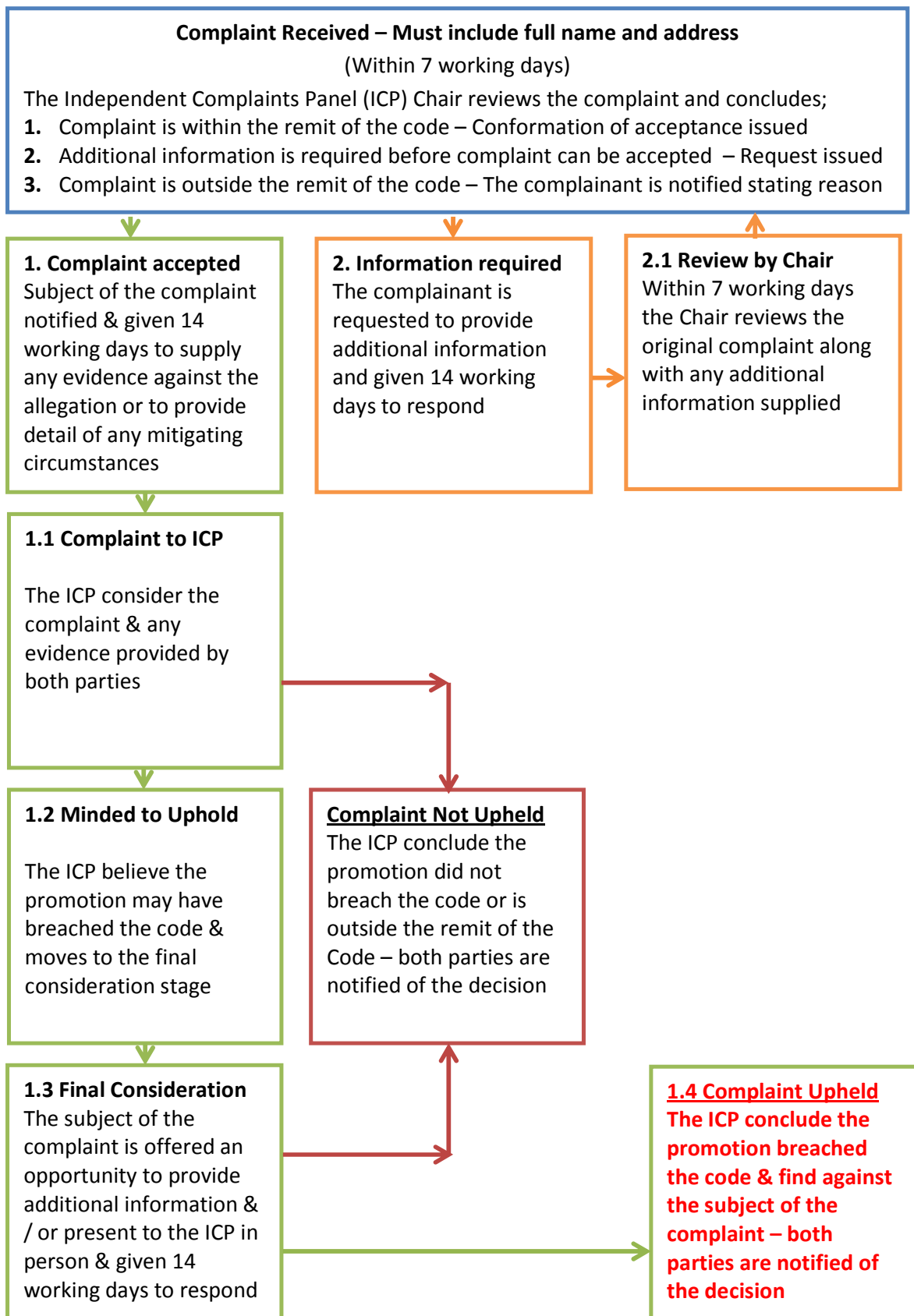


Complaints Process



NOTE: The ICP is made aware of all complaints received and the outcome of the initial review.