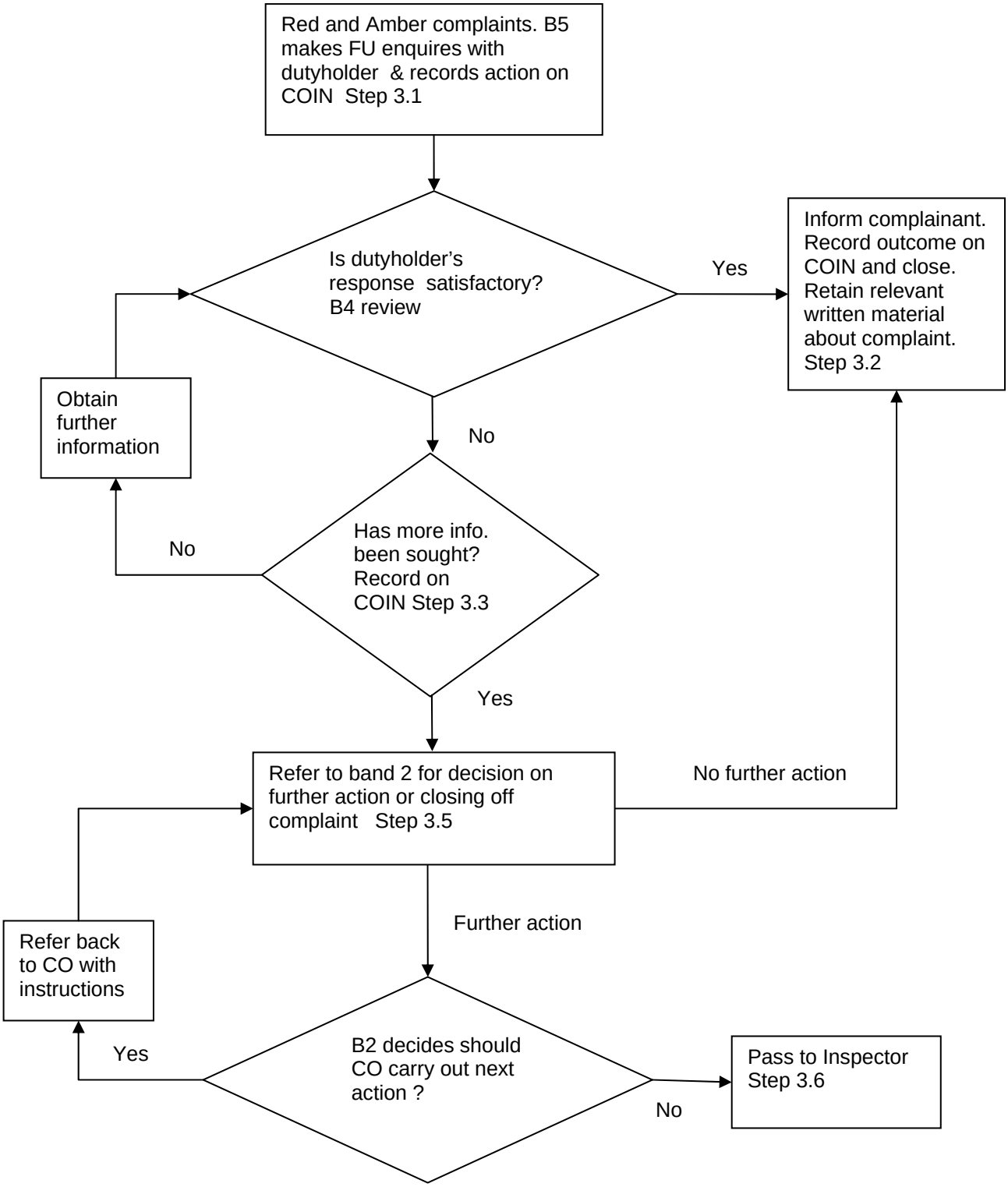
Complaints procedure flow chart

Stage 3 - Follow up complaint (FOD only)