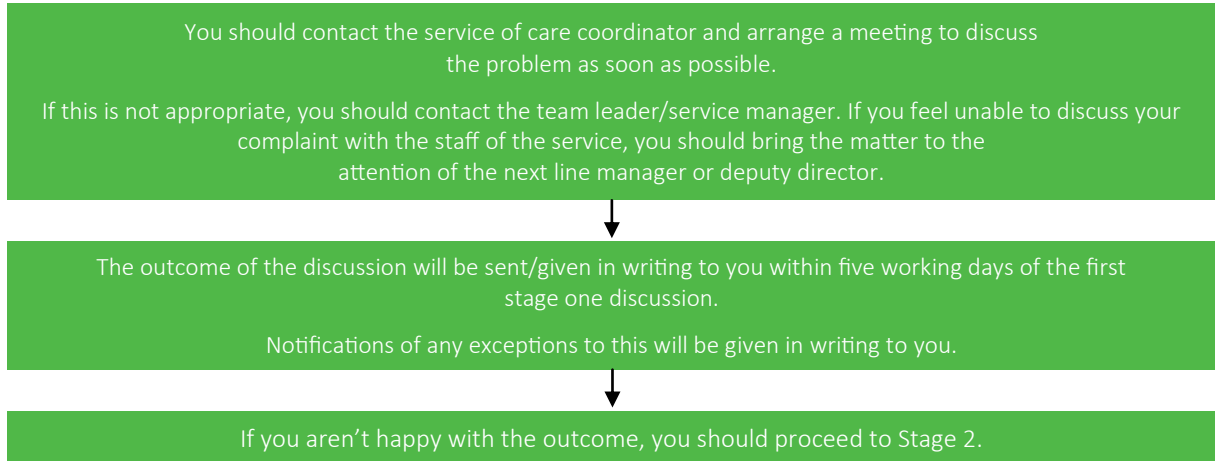


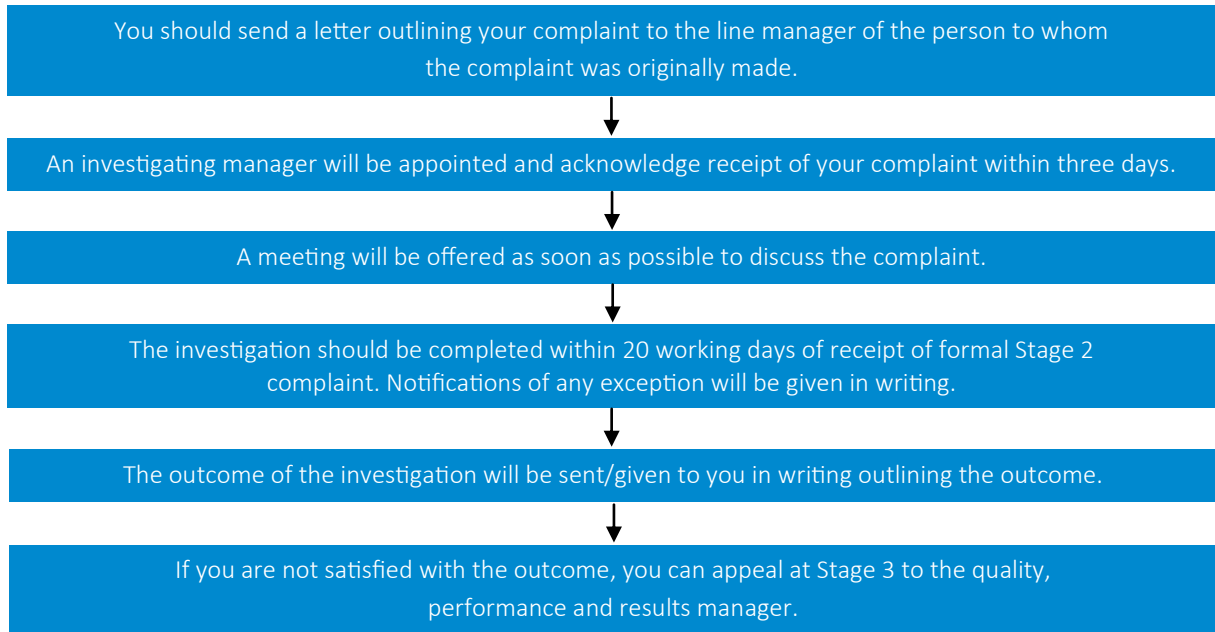
# Procedure for making a formal complaint

## Stage 1



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## Stage 2



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## Stage 3

