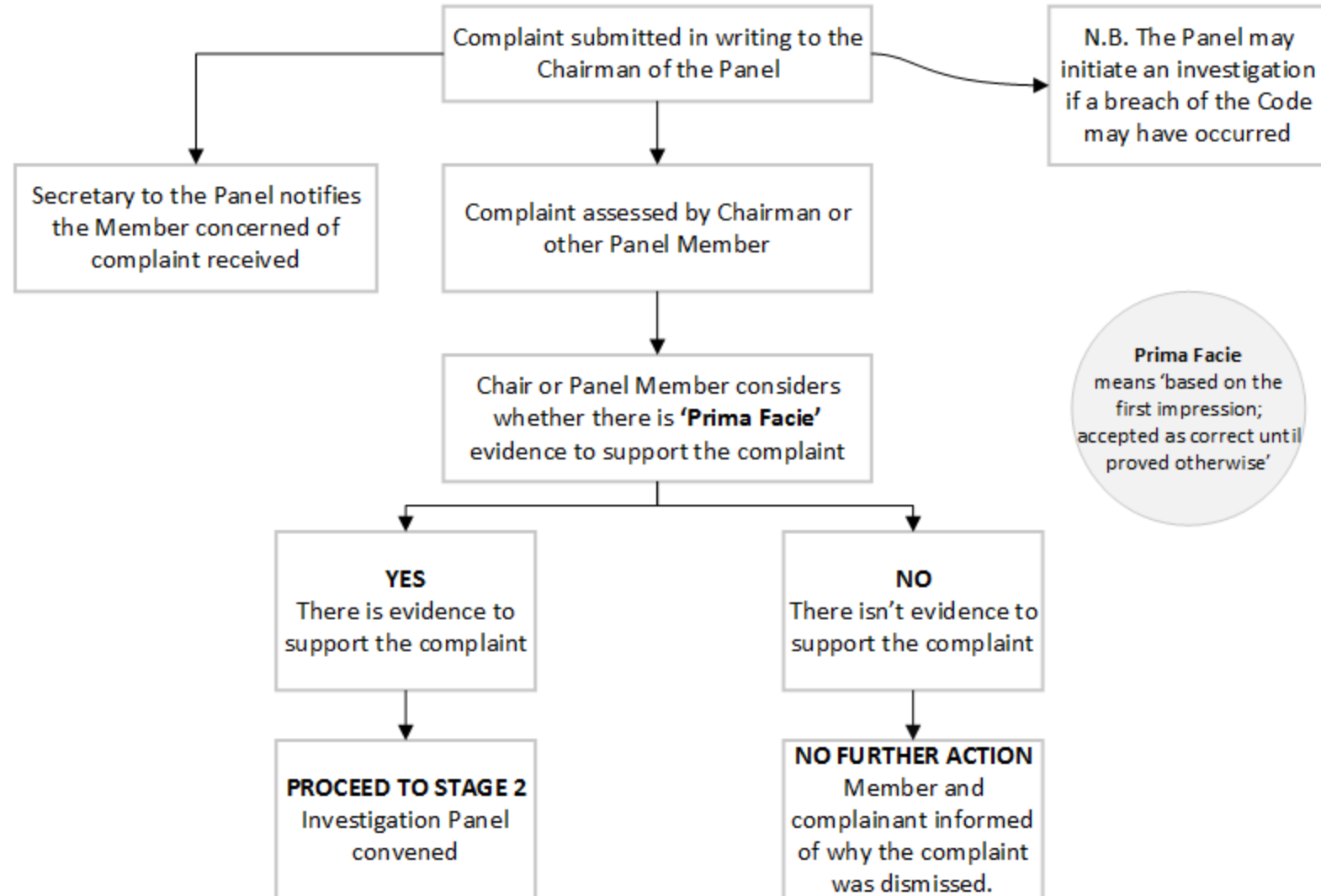
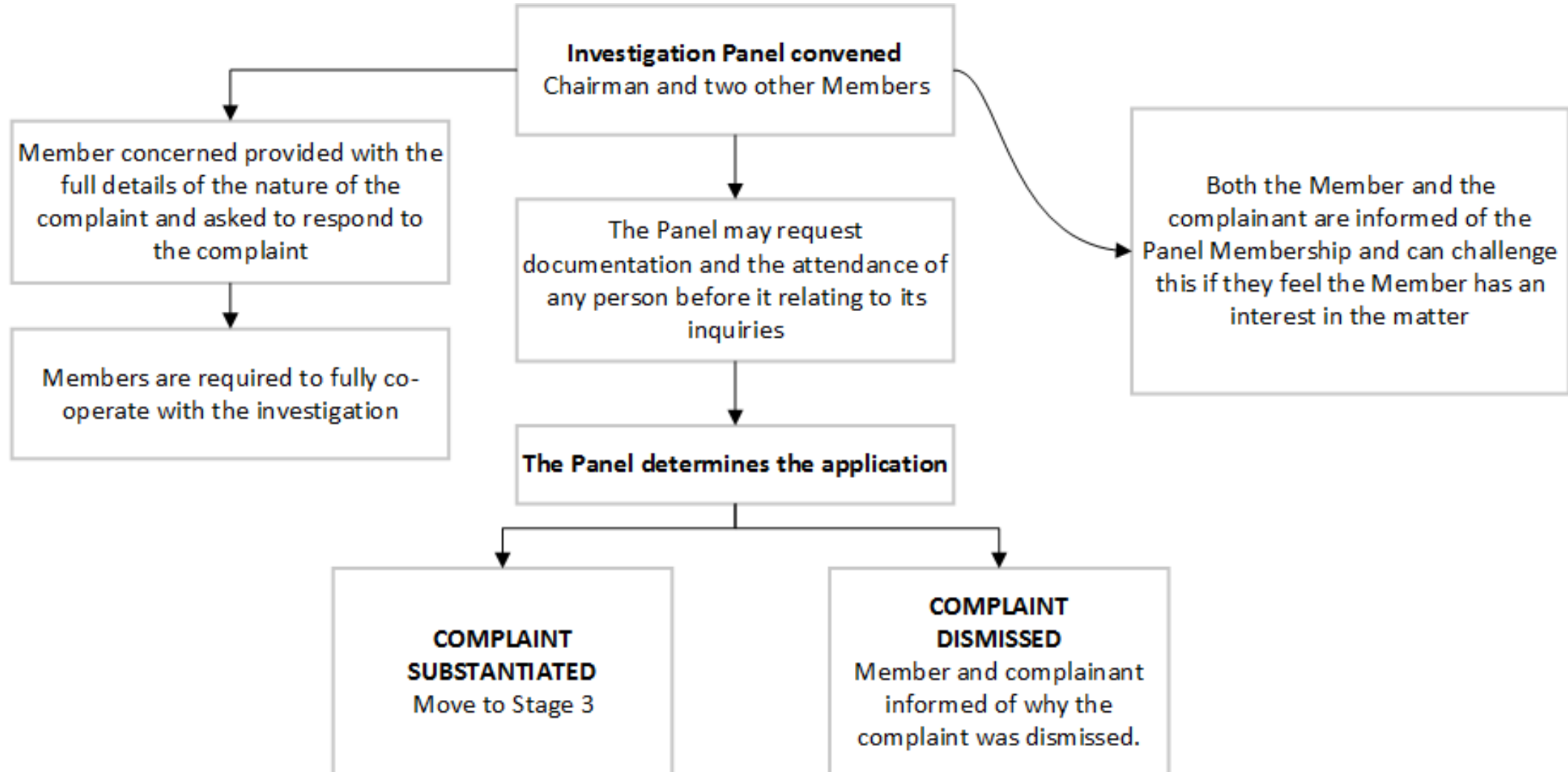


Procedure for consideration of complaints: Stage 1



Procedure for consideration of complaints: Stage 2



Procedure for consideration of complaints: Stage 3

