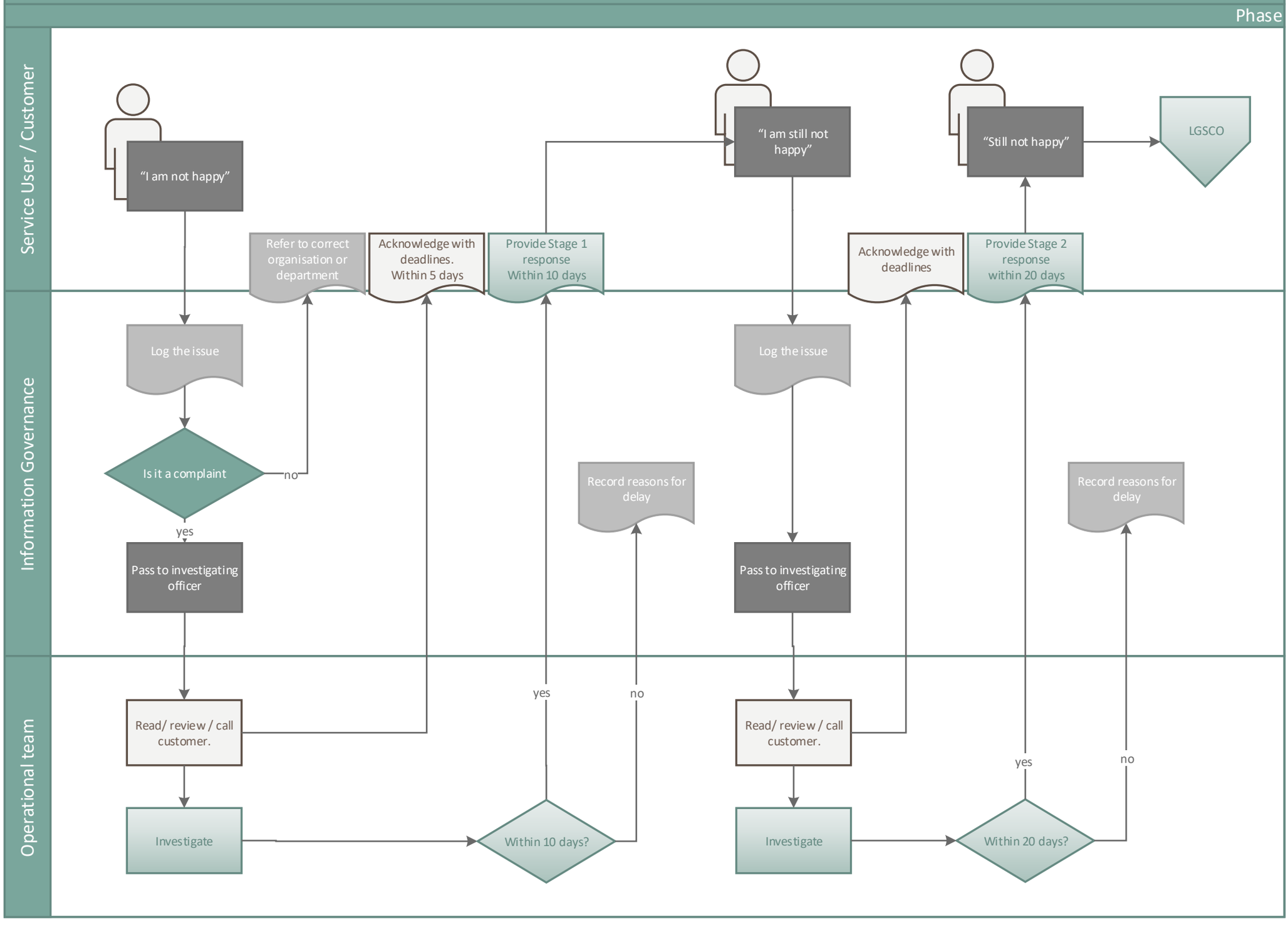
Appendix 2

Feedback Policy – Complaint Journey