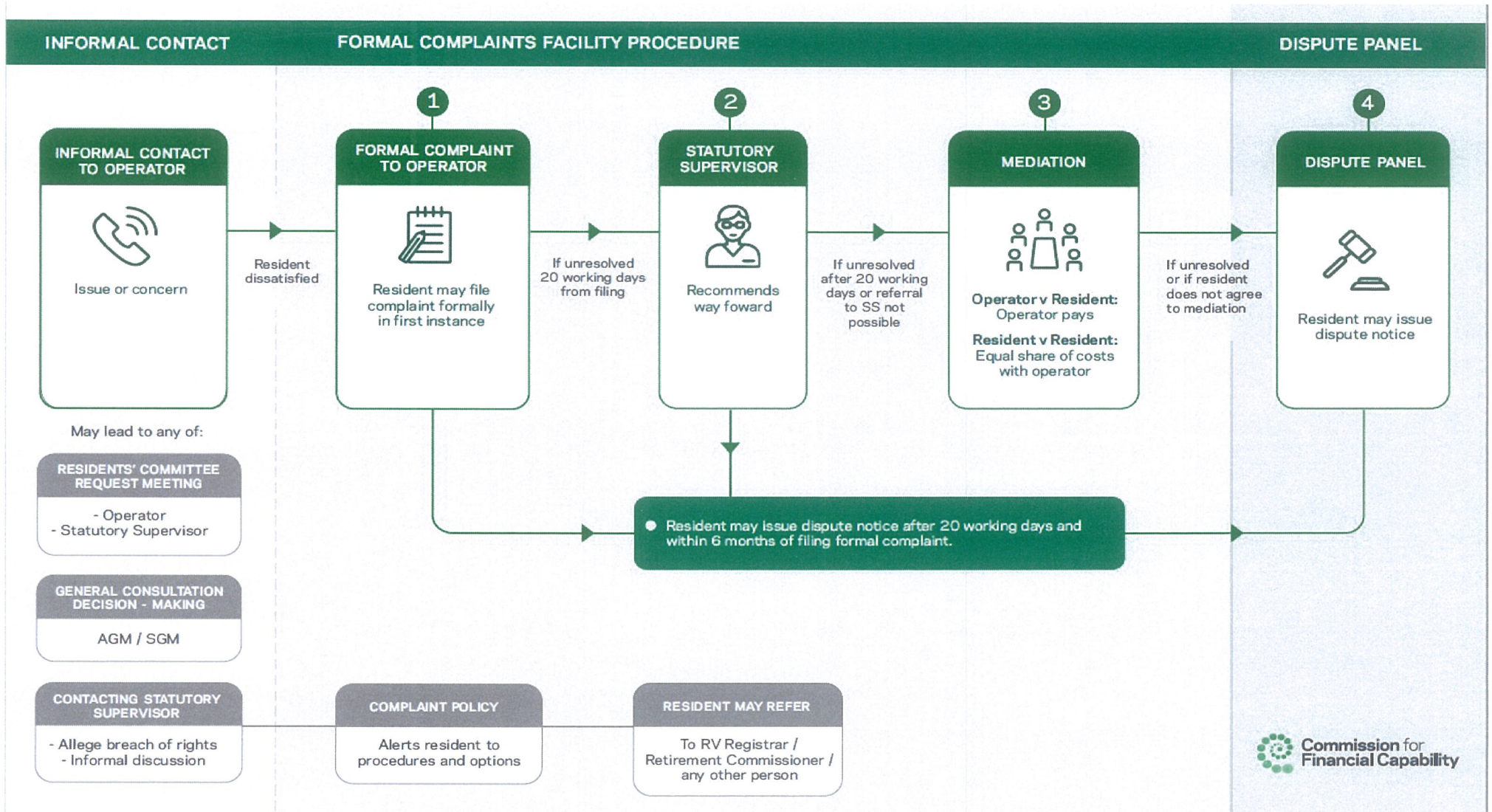


COMPLAINTS POLICY



Our full Complaints Policy will be supplied on request