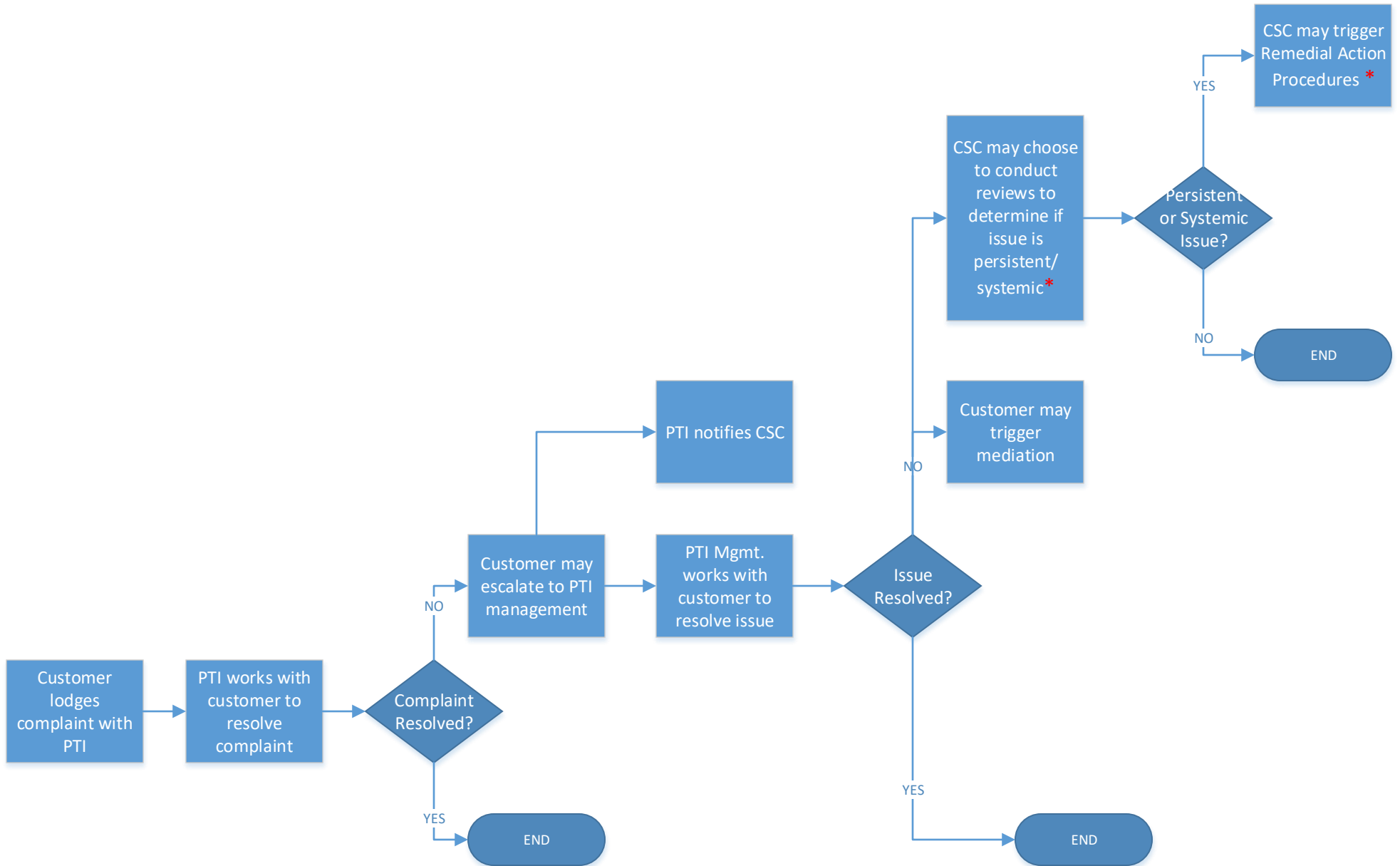


# Complaint Resolution Process



*DRAFT FOR DISCUSSION*

*Privileged and Confidential*

**\*Criteria and procedures need to be defined**