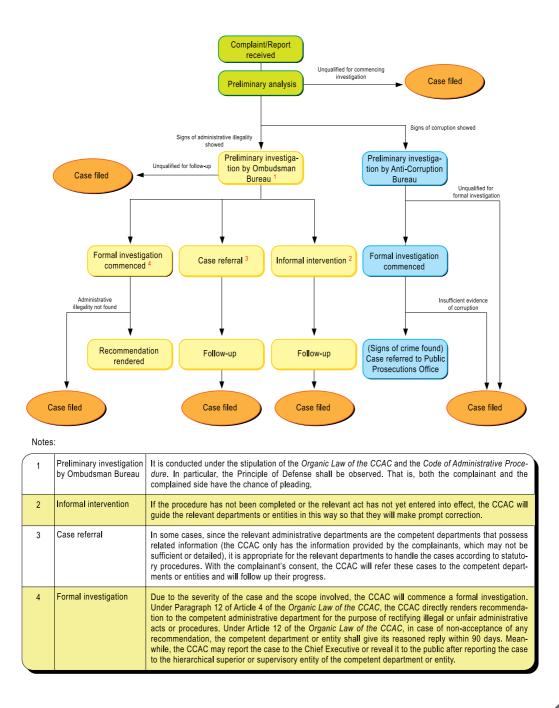
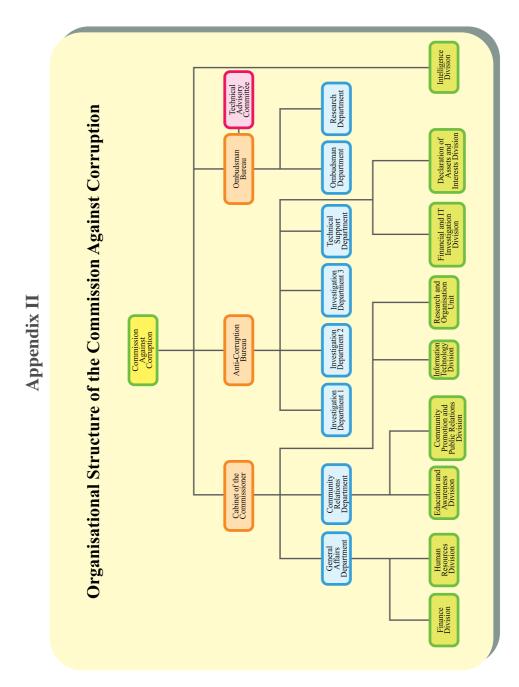


Appendix I

THE CCAC'S COMPLAINT HANDLING PROCEDURE





93