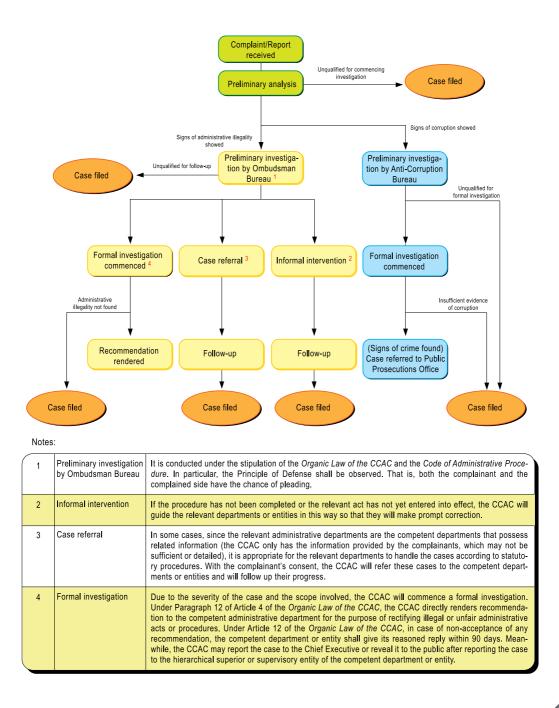
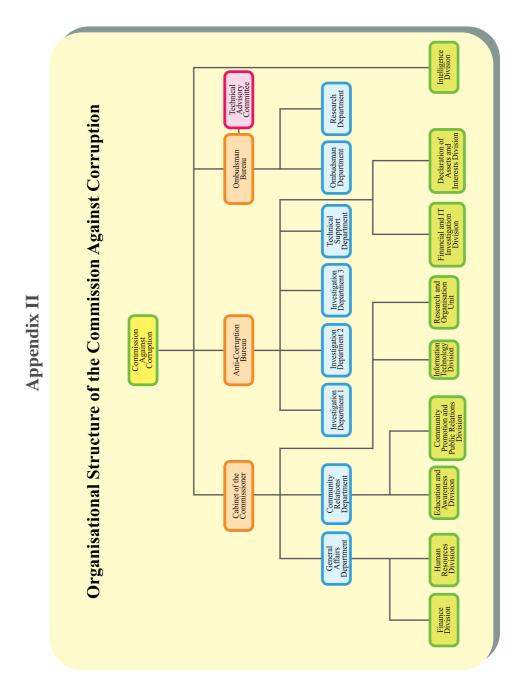


## **Appendix I**

## THE CCAC'S COMPLAINT HANDLING PROCEDURE





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