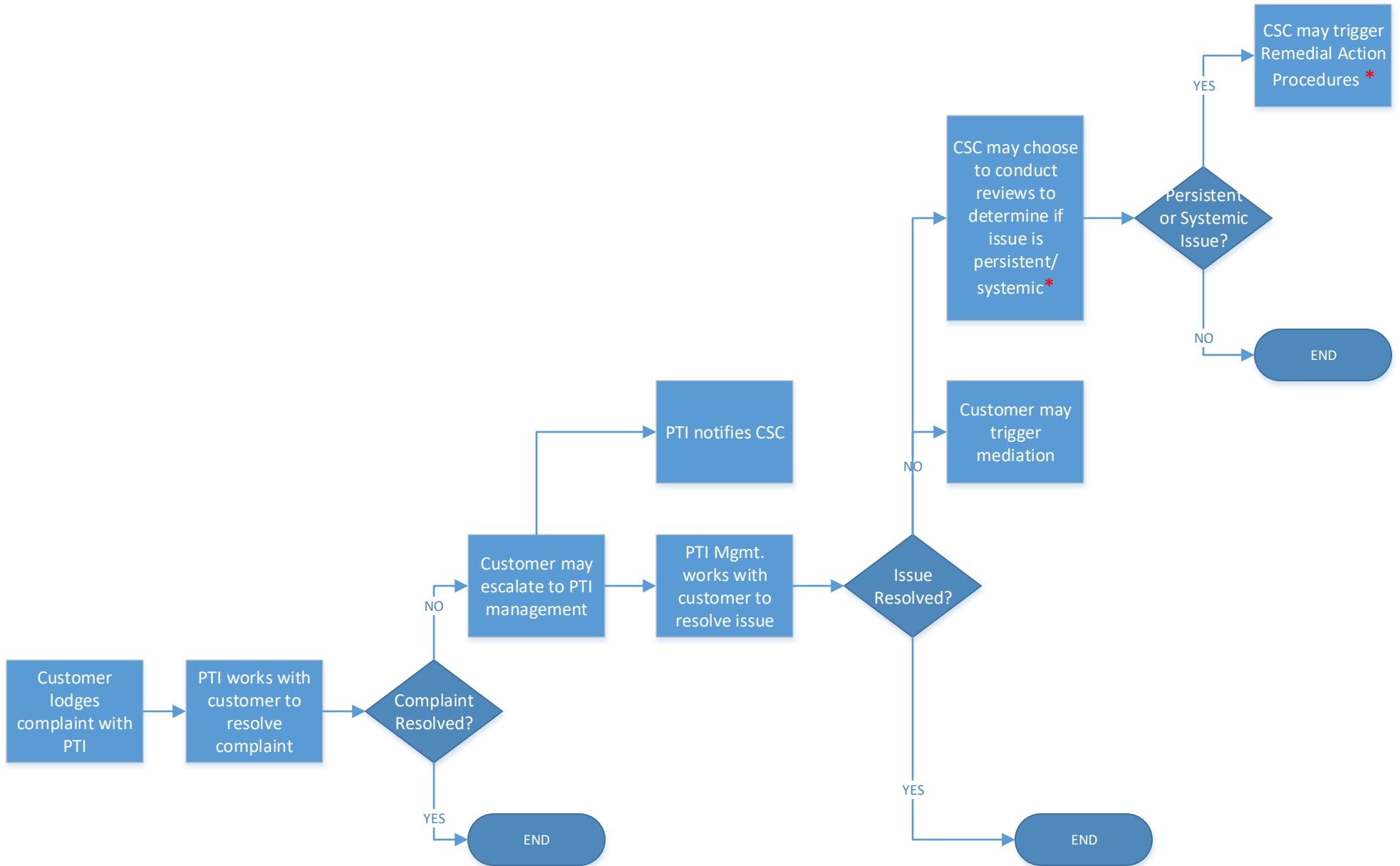


Complaint Resolution Process



DRAFT FOR DISCUSSION

Privileged and Confidential

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