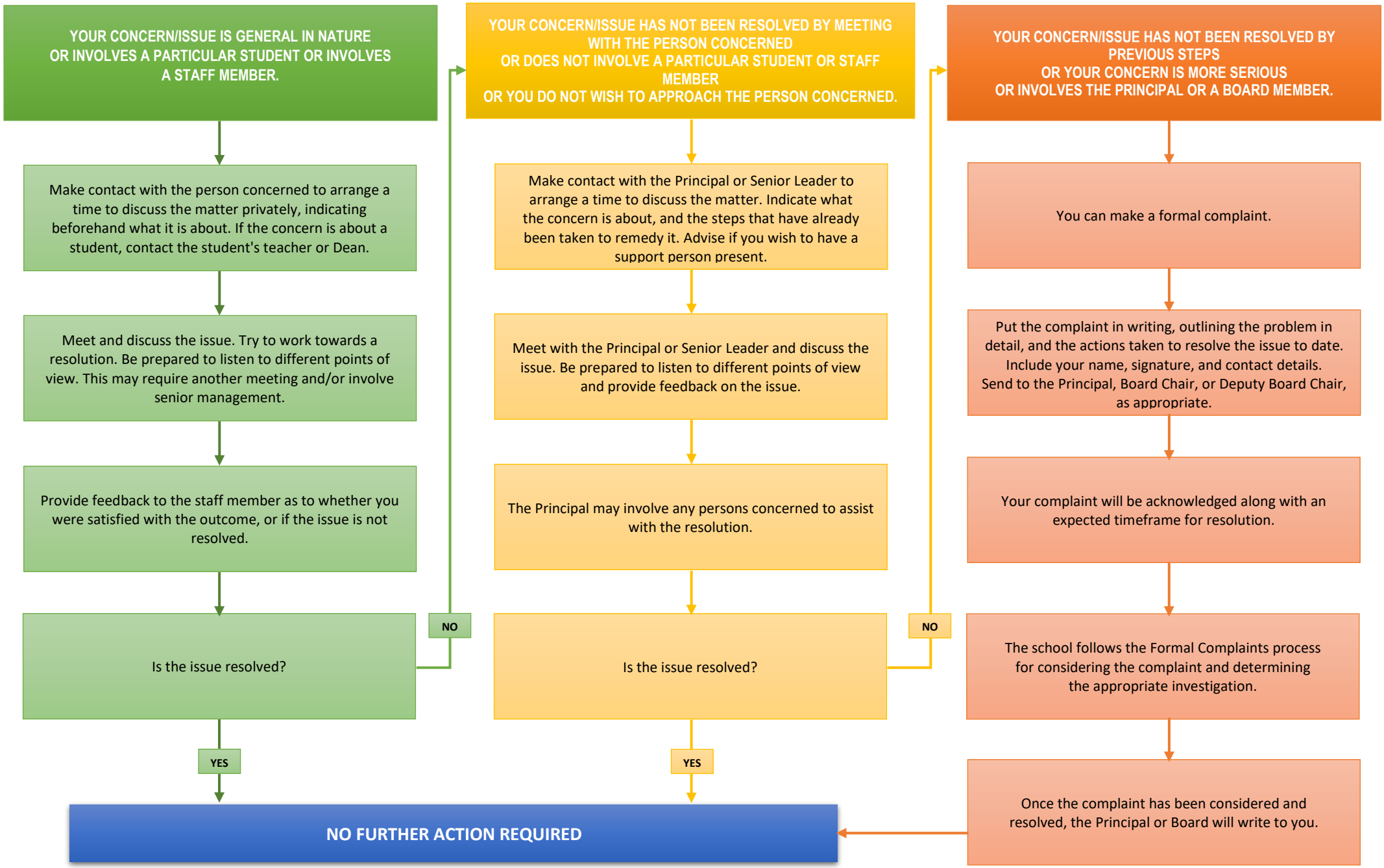
CONCERNS AND COMPLAINTS PROCESS

Most concerns can be resolved informally by discussions with the people concerned.