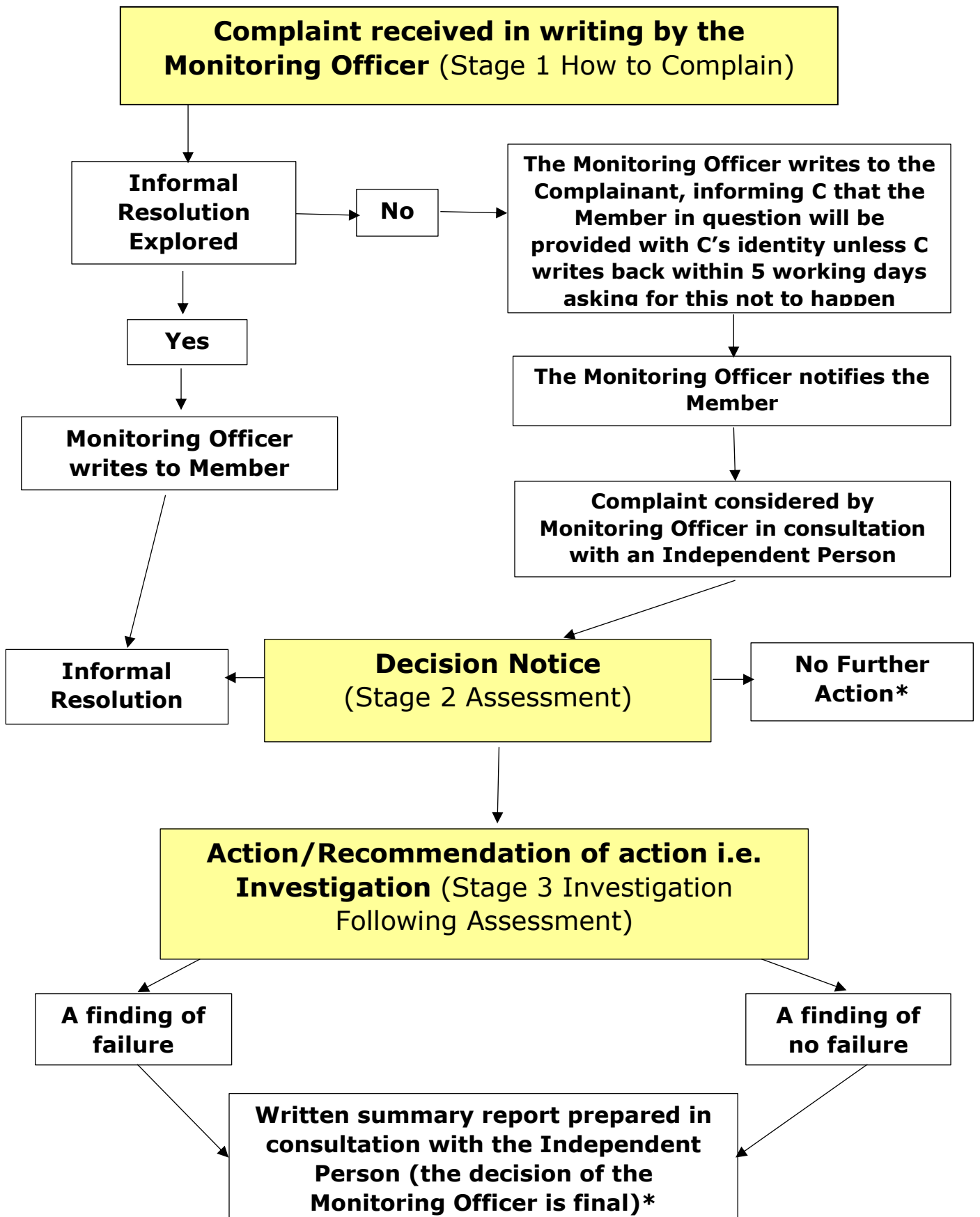


# COMPLAINTS PROCEDURE FLOWCHART



\* Subject to the jurisdiction of the Local Government Ombudsman