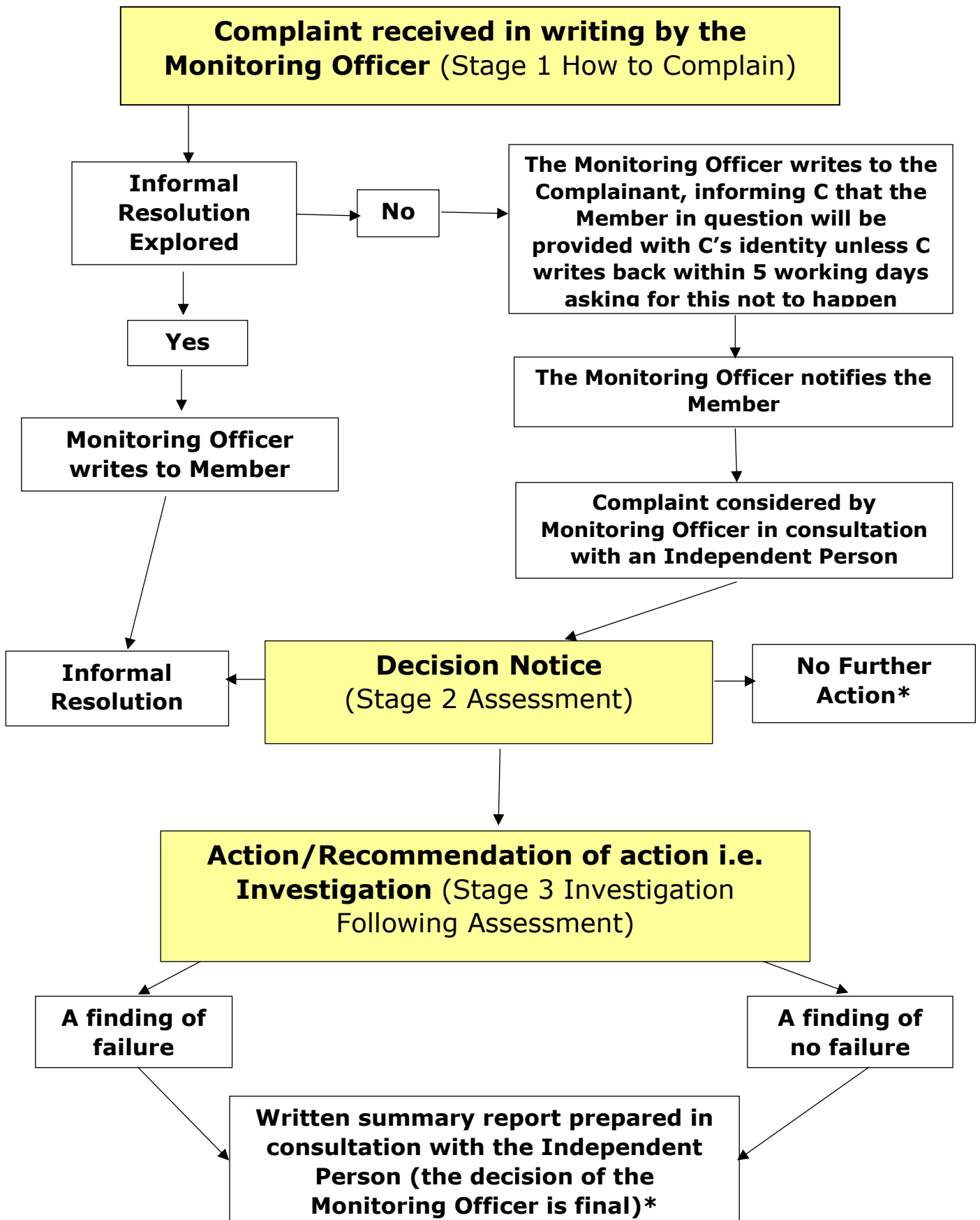


COMPLAINTS PROCEDURE FLOWCHART



* Subject to the jurisdiction of the Local Government Ombudsman