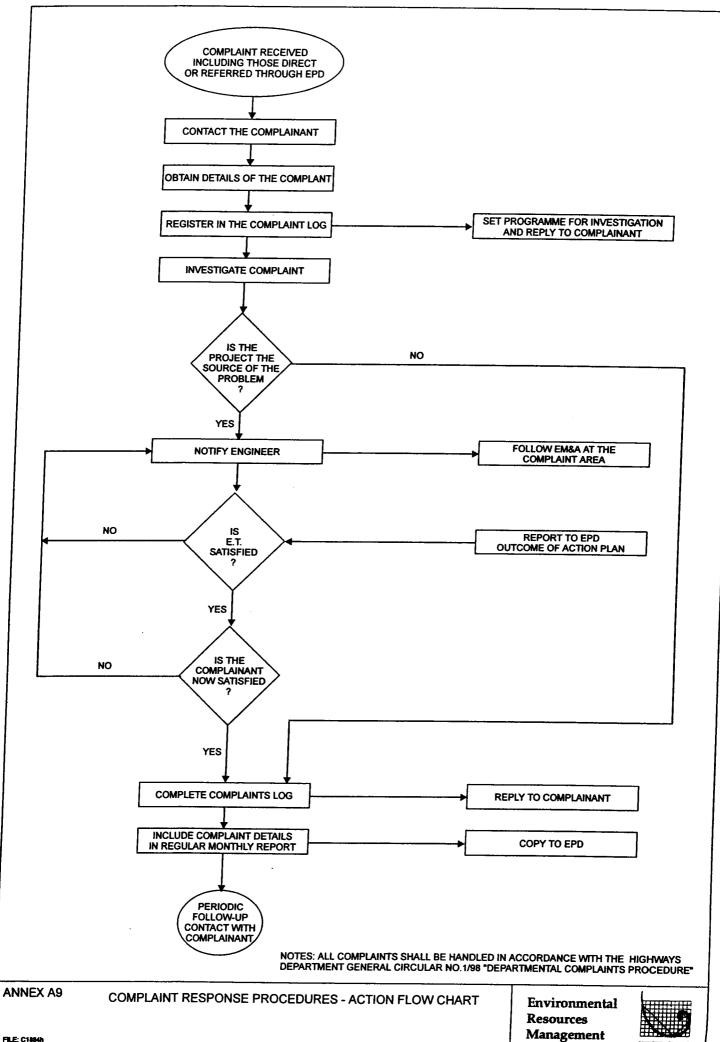
Annex A9

Complaint Response Procedures - Action Flow Chart



DATE: 28/05/99

Management

