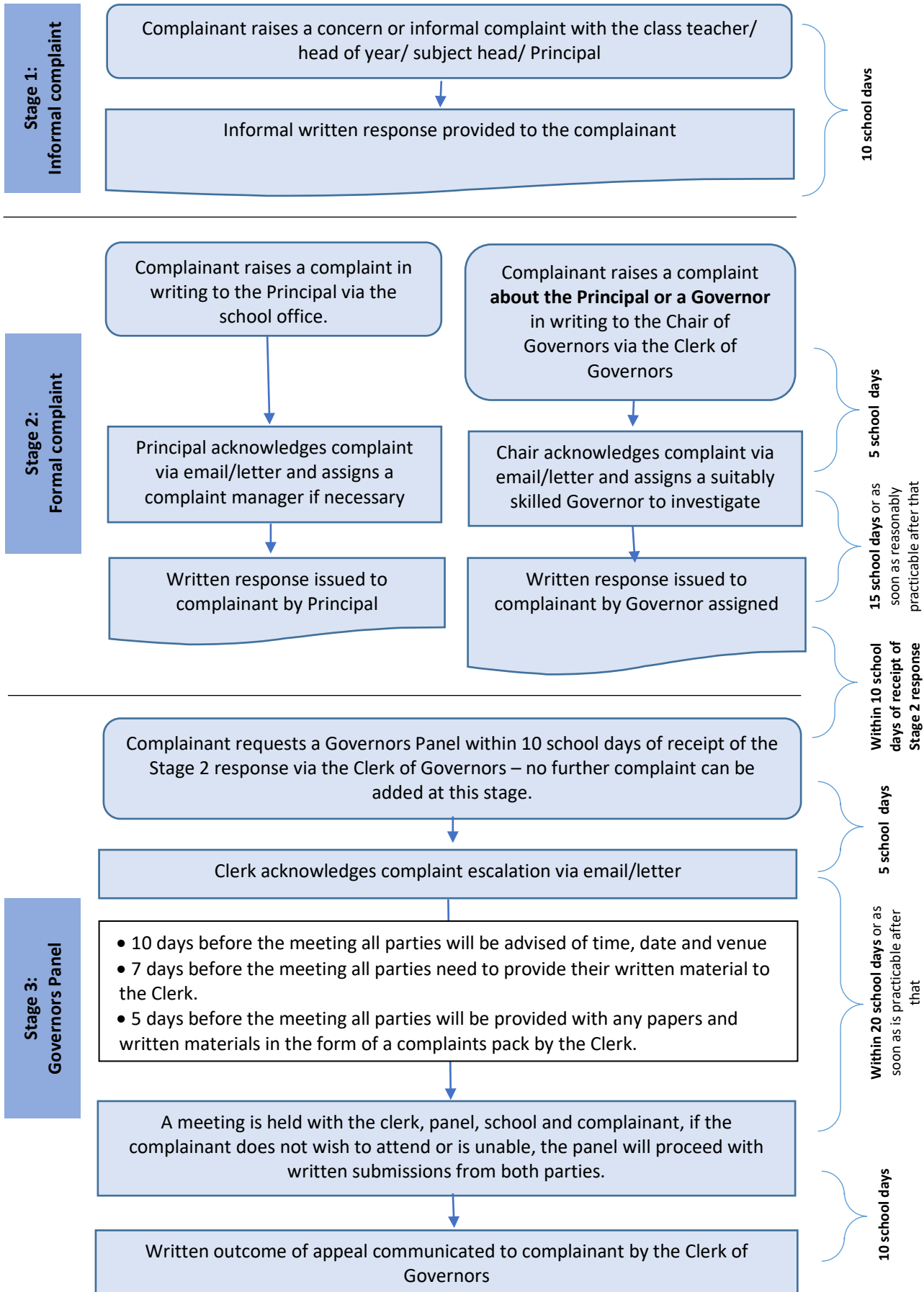


Appendix 5 – Flowchart summary of the Complaints Process Timescales.



Author:	Version:	Date Approved:	Review Date:	Page 18 of 19
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