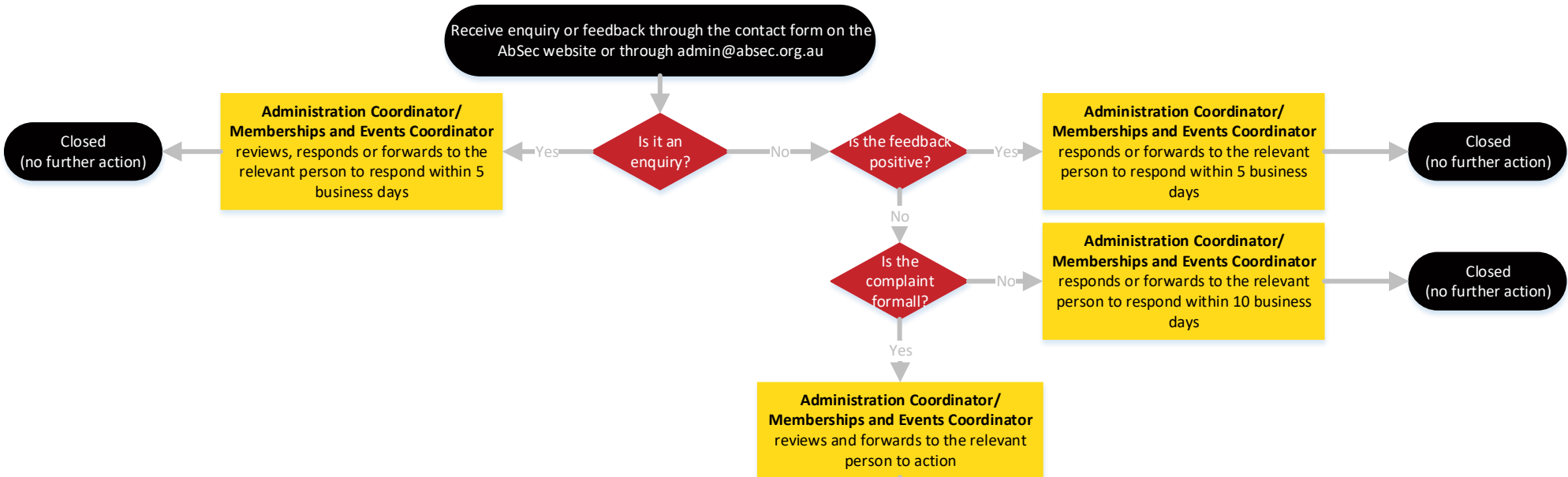
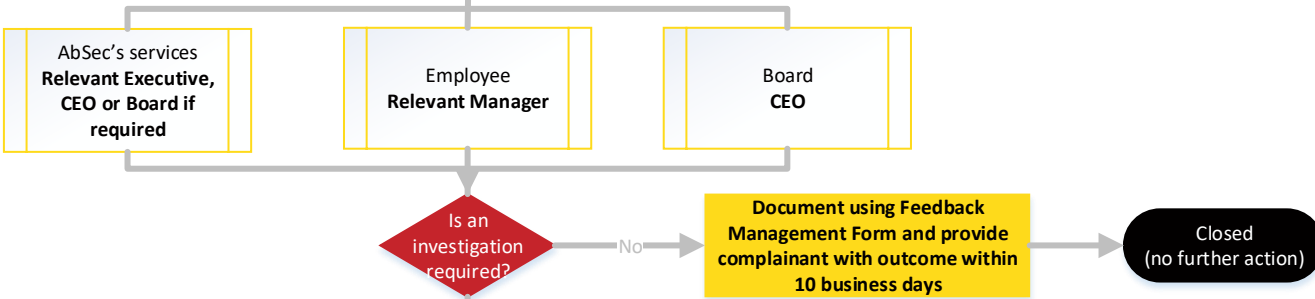


RECEIVE

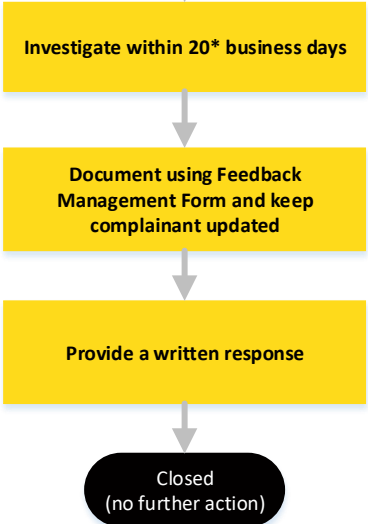


INVESTIGATE

Authorised person to respond to feedback received



CLOSURE



*Target timeframe.