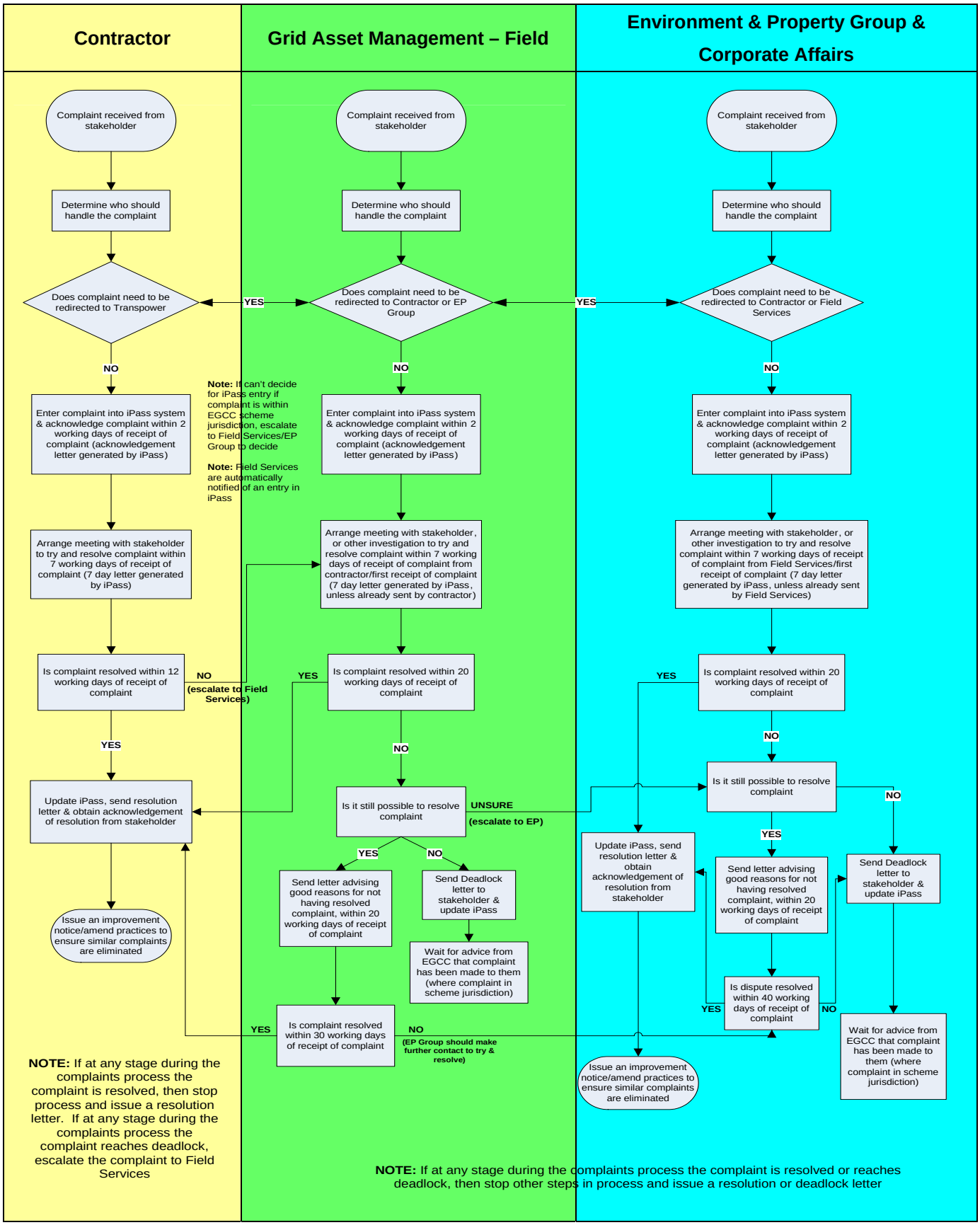
INTERNAL COMPLAINTS PROCESS

December 2006