

Figure 21: Complaint procedure 1

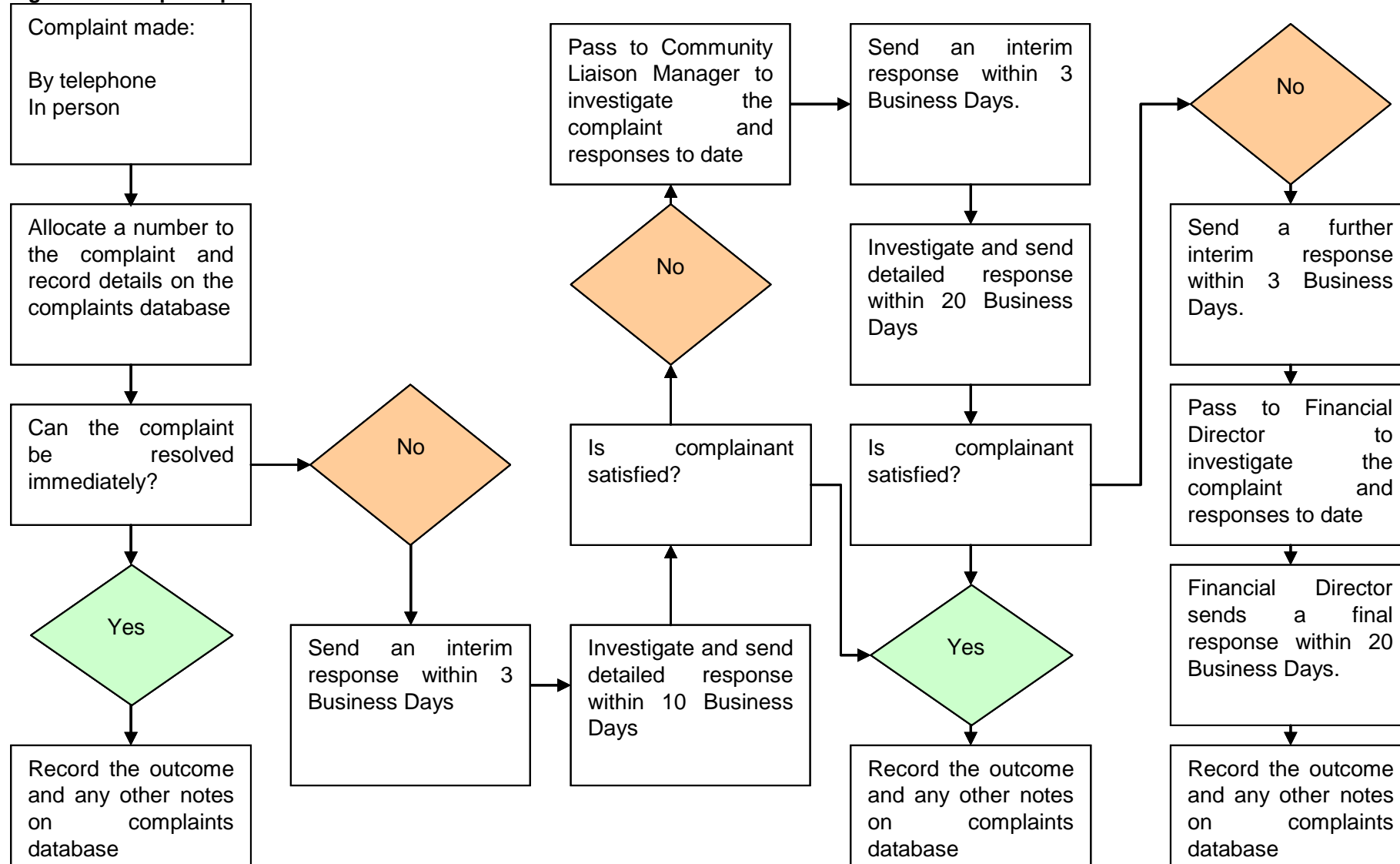


Figure 22: Complaint procedure 2

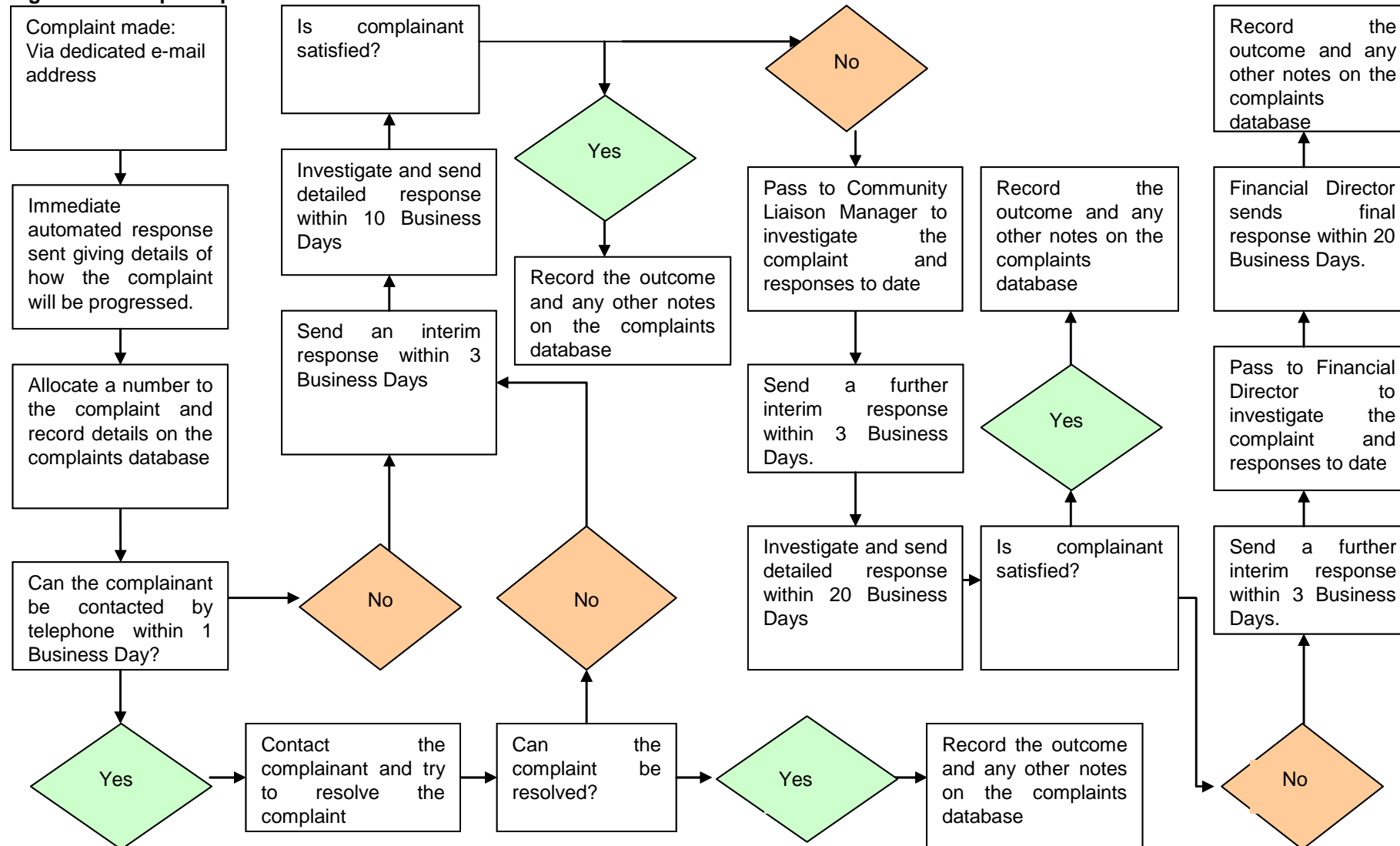


Figure 23: Complaint procedure 3

