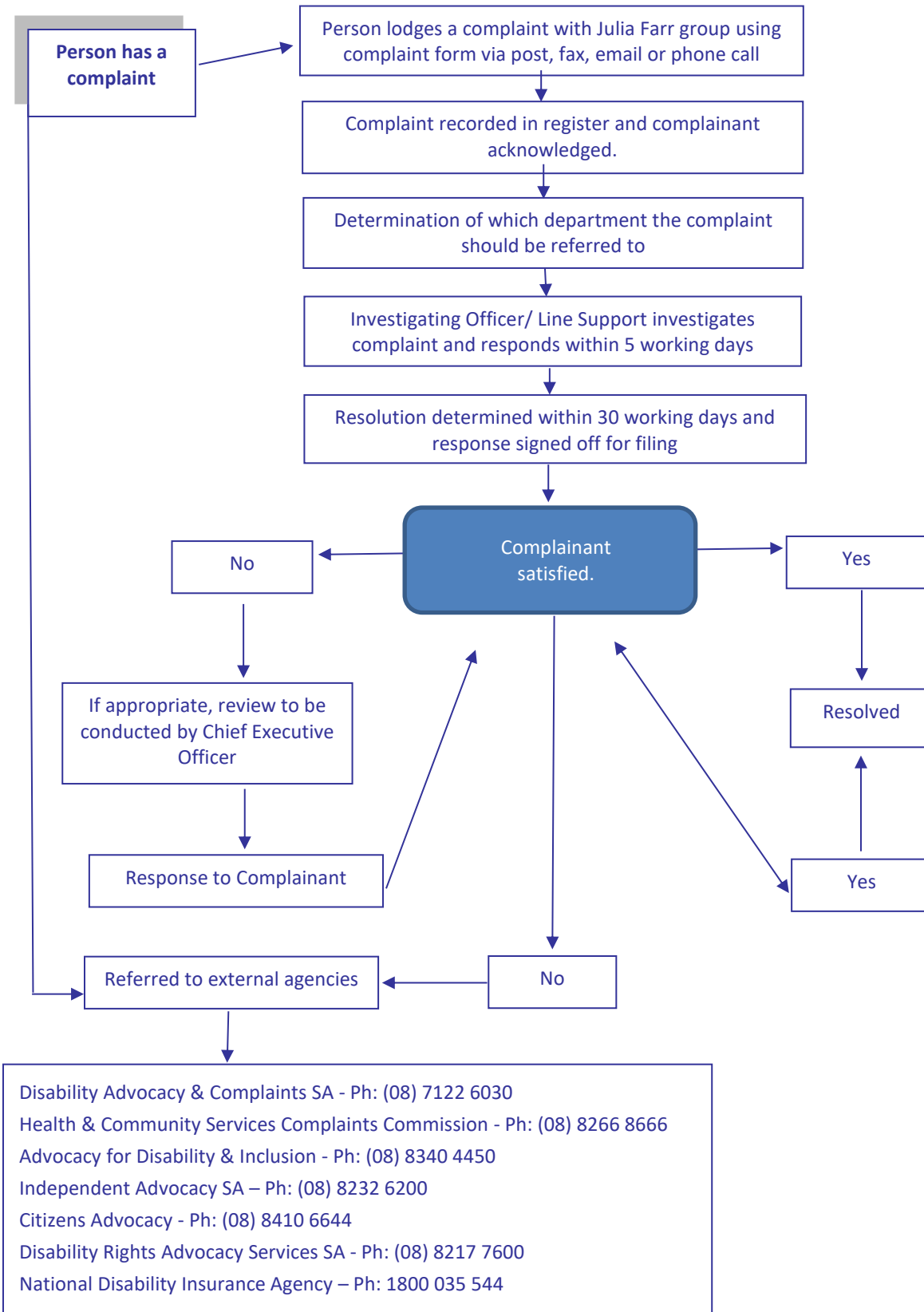


Julia Farr group



COMPLAINTS RESOLUTION FLOW CHART



Date of this version: February 2023

Signed: Service Leader, Business Continuity

Date of next review: February 2024