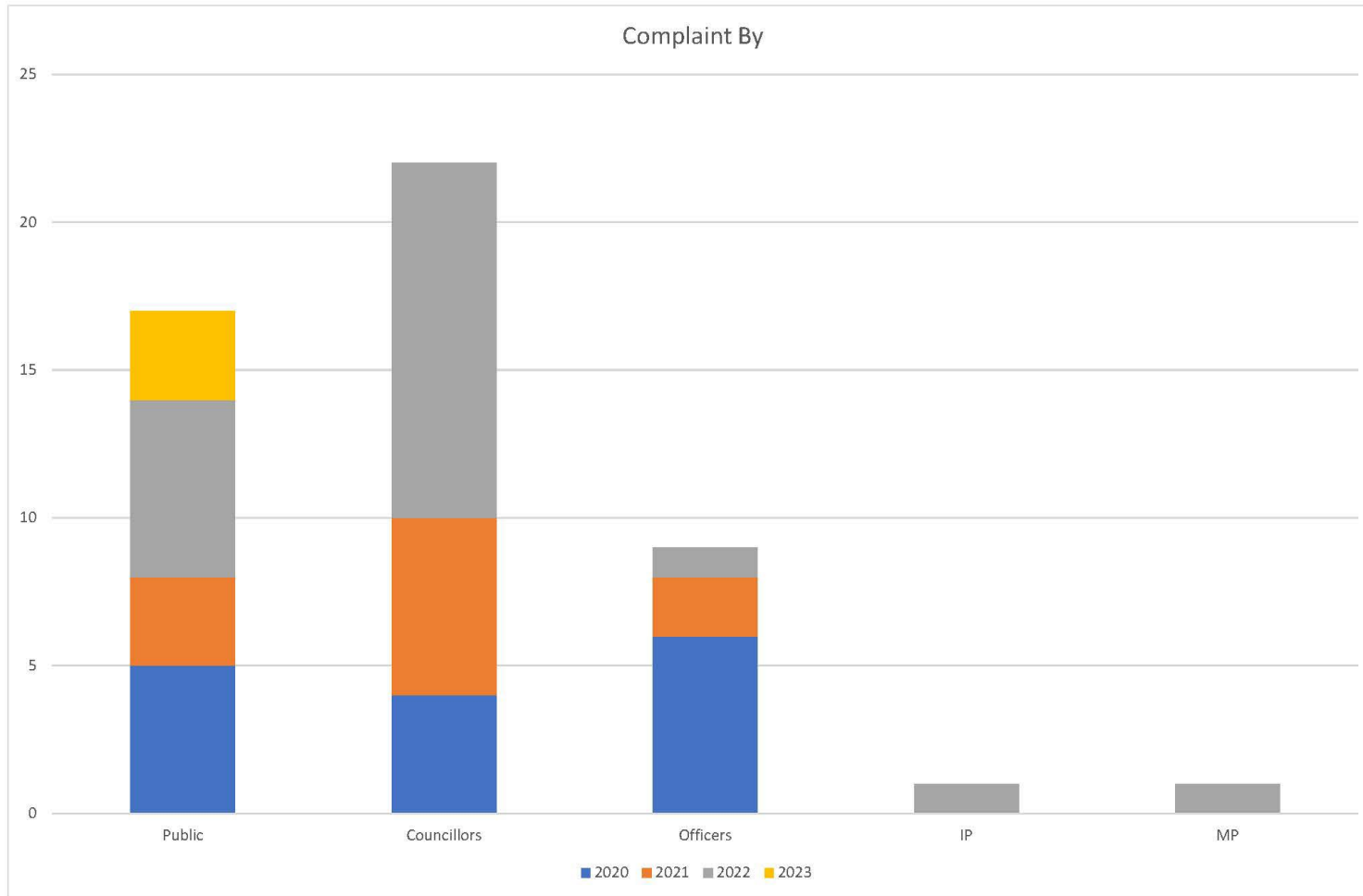
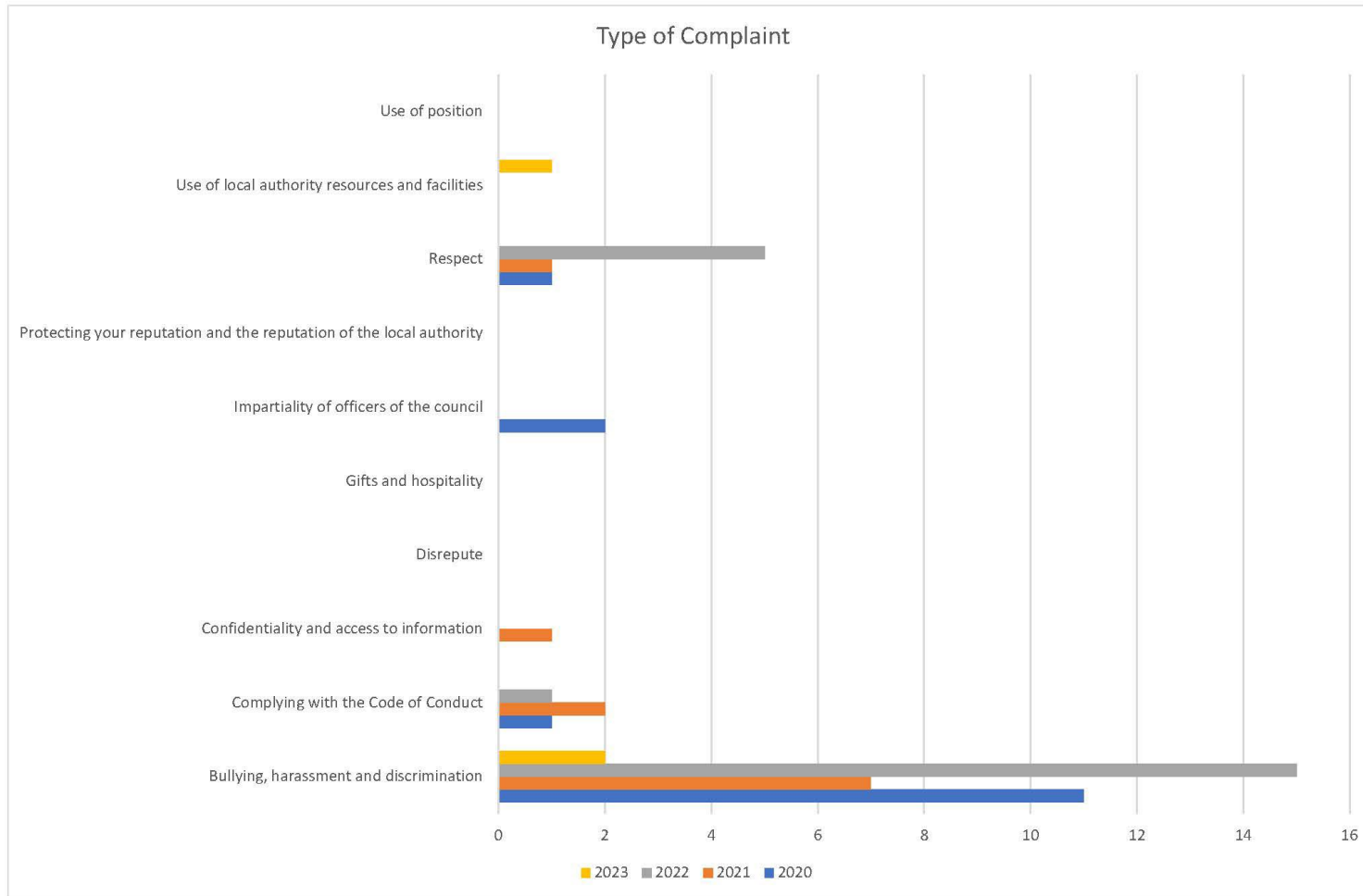


Appendix 1 – Illustrations of the trends and types of complaints received.



Appendix 1 – Illustrations of the trends and types of complaints received.



Appendix 1 – Illustrations of the trends and types of complaints received.

