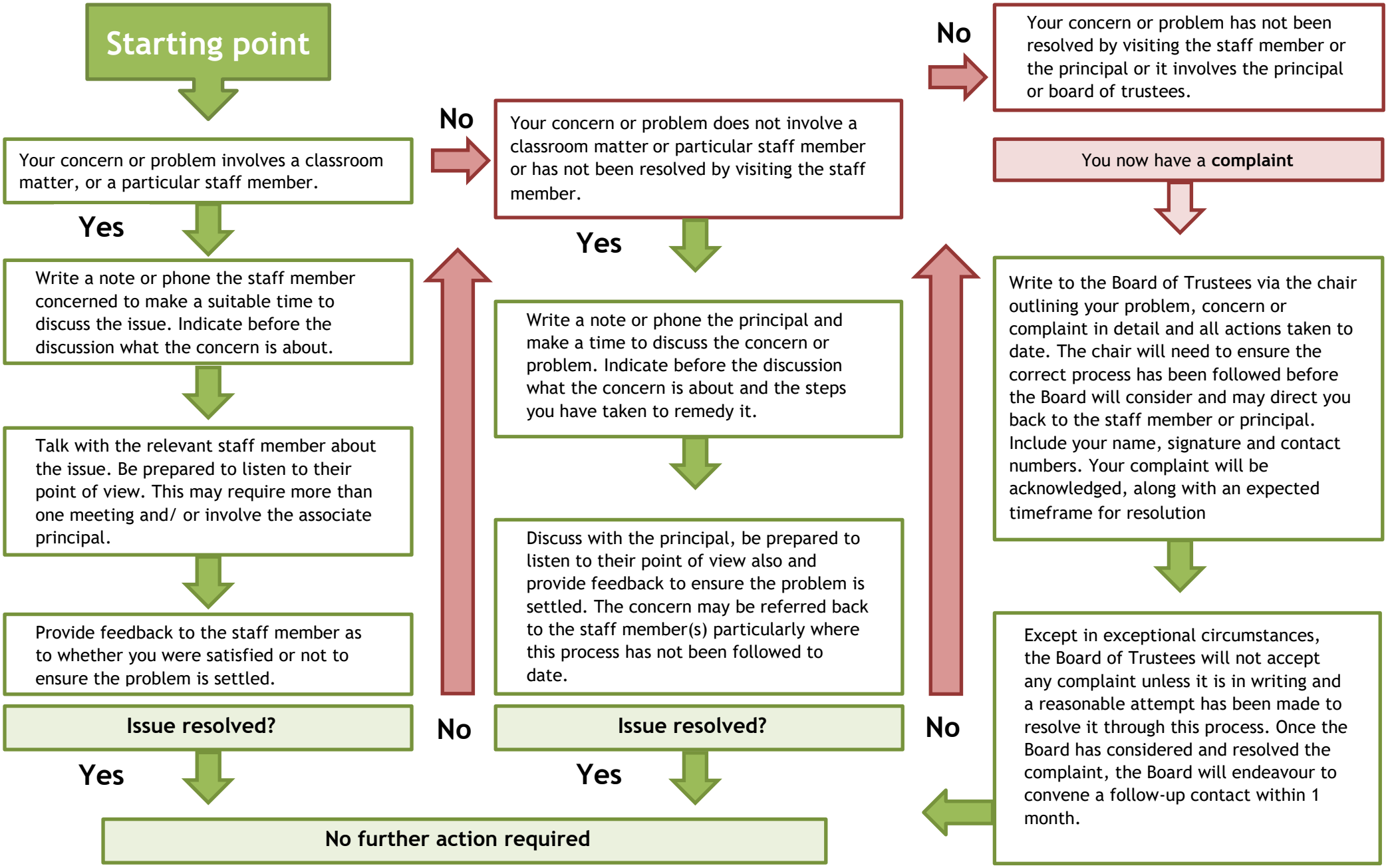09OP - 01Concerns and Complaints Process Procedure