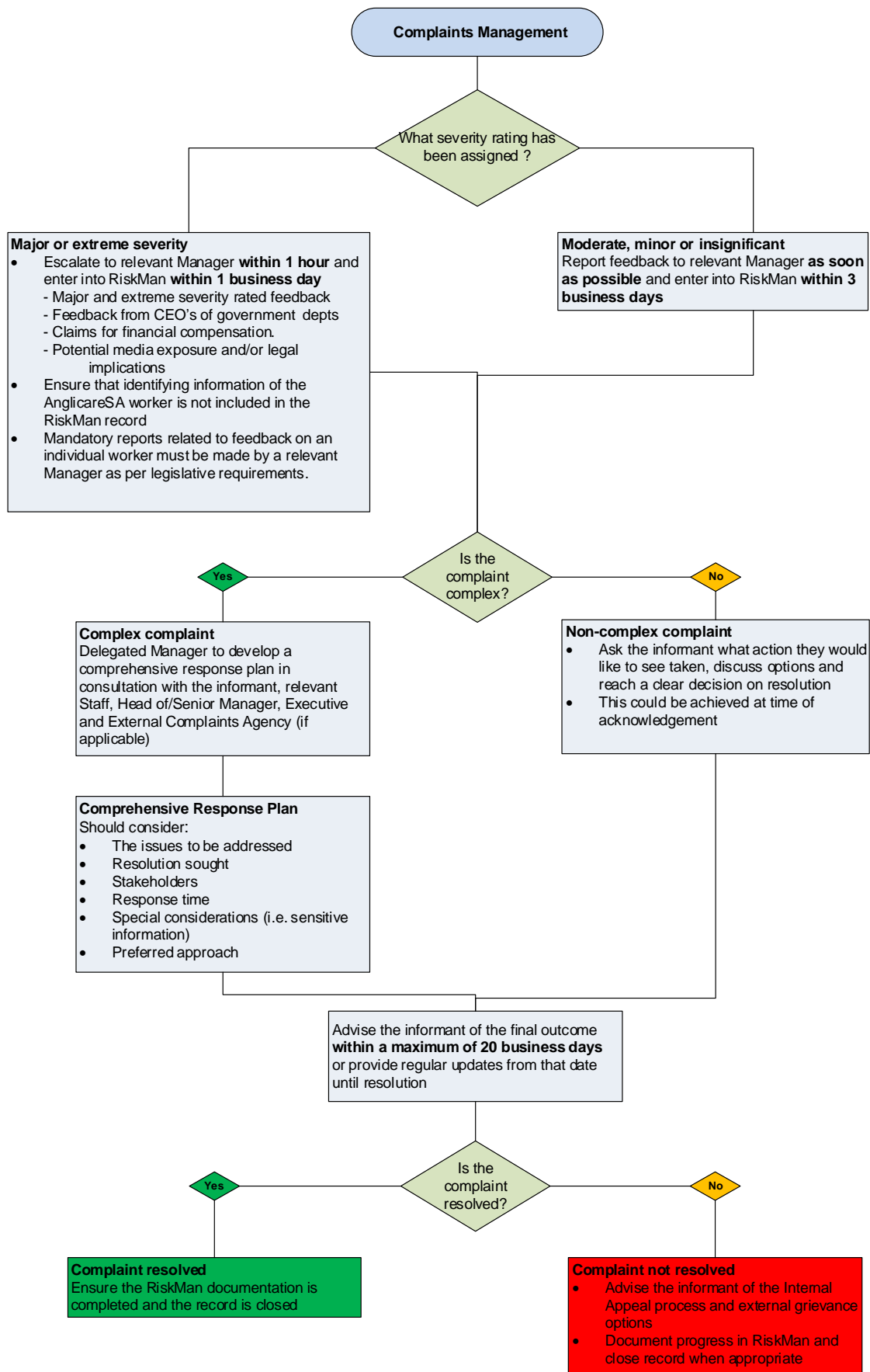


APPENDIX B COMPLAINT MANAGEMENT PROCESS FLOWCHART



APPENDIX D INTERNAL APPEALS PROCESS

