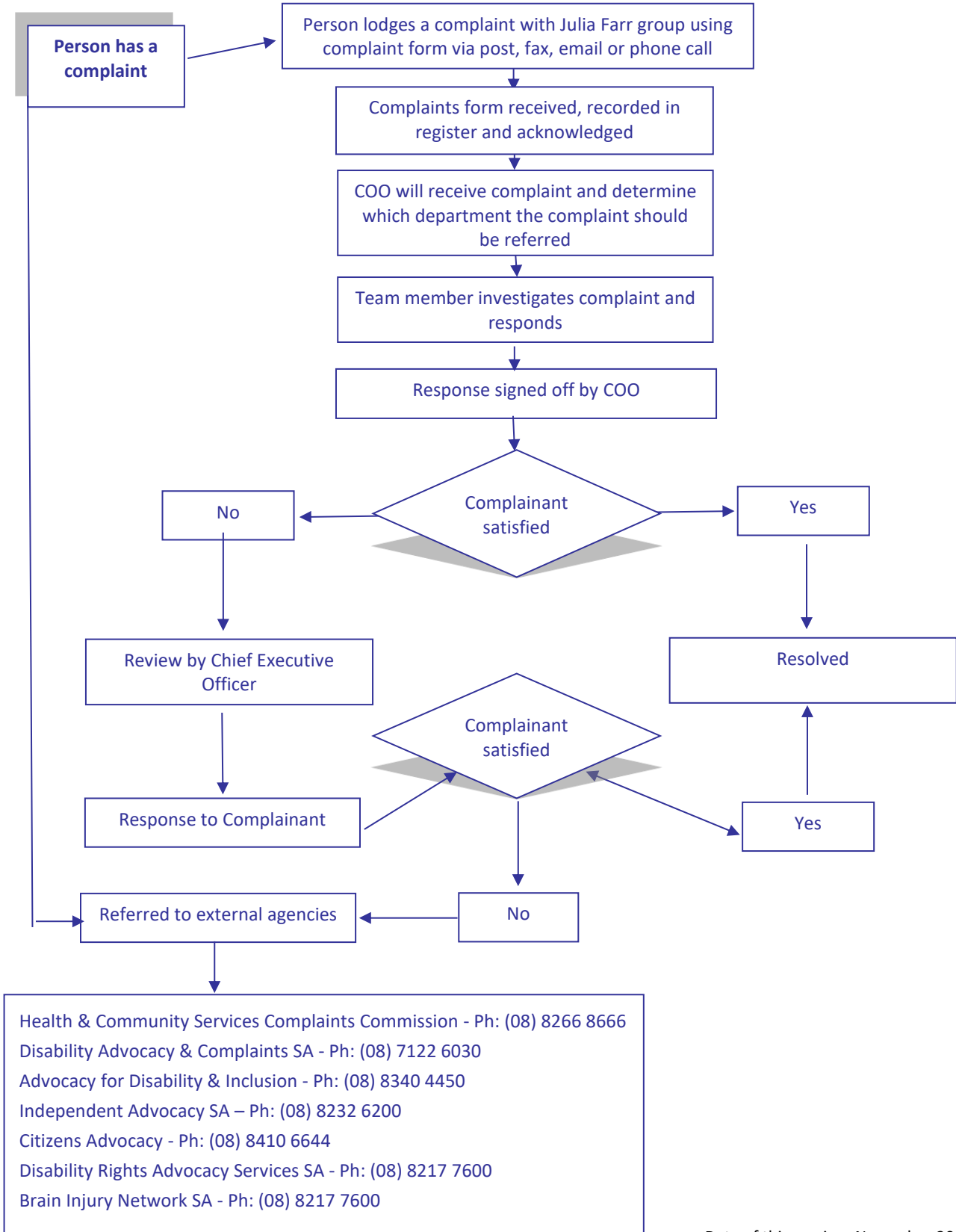


# Julia Farr group



## COMPLAINTS RESOLUTION FLOW CHART



Date of this version: November 2019

Signed: Chief Operations Officer

Date of next review: November 2020