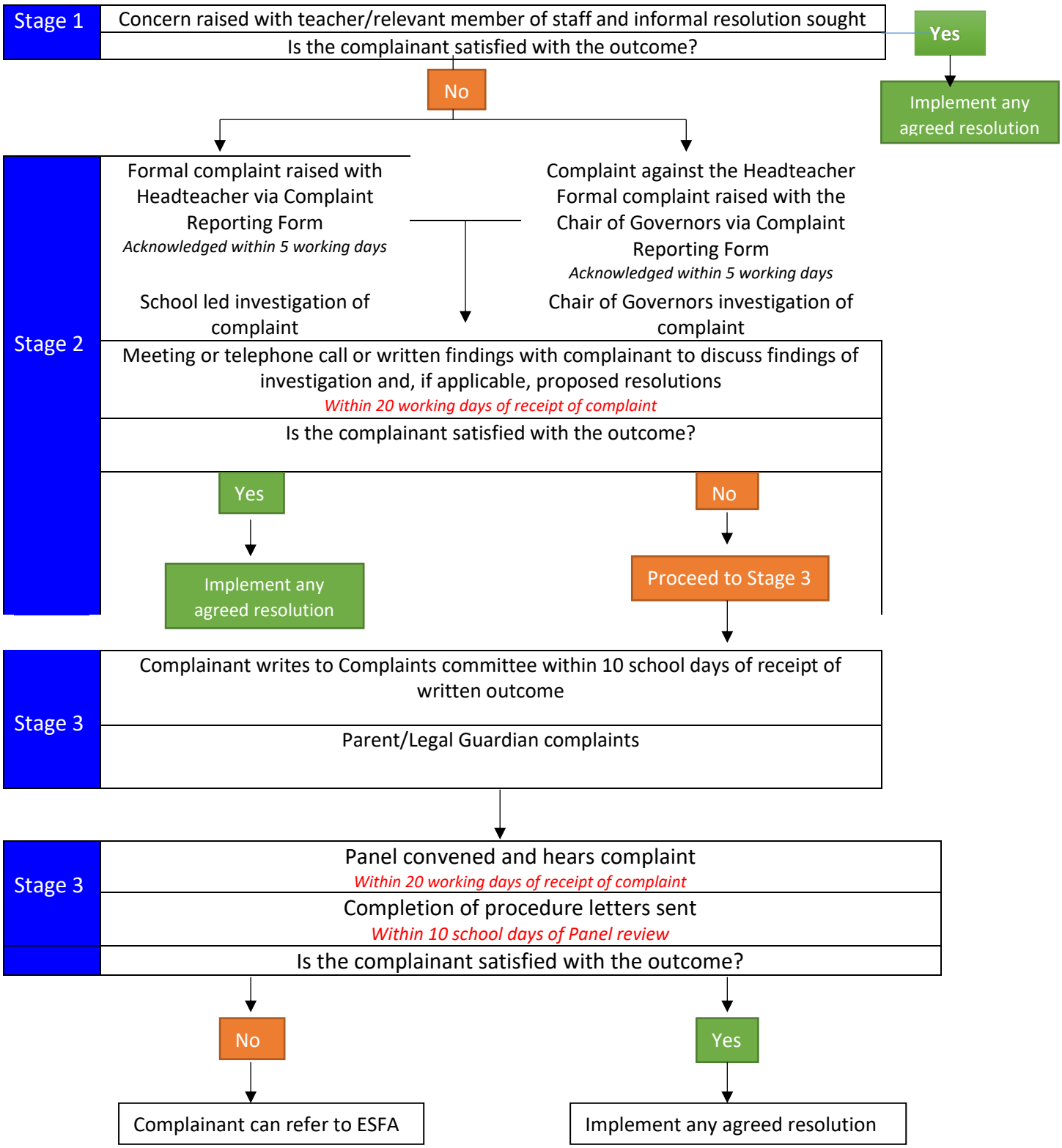Appendix 1: Stages within our Complaints Policy