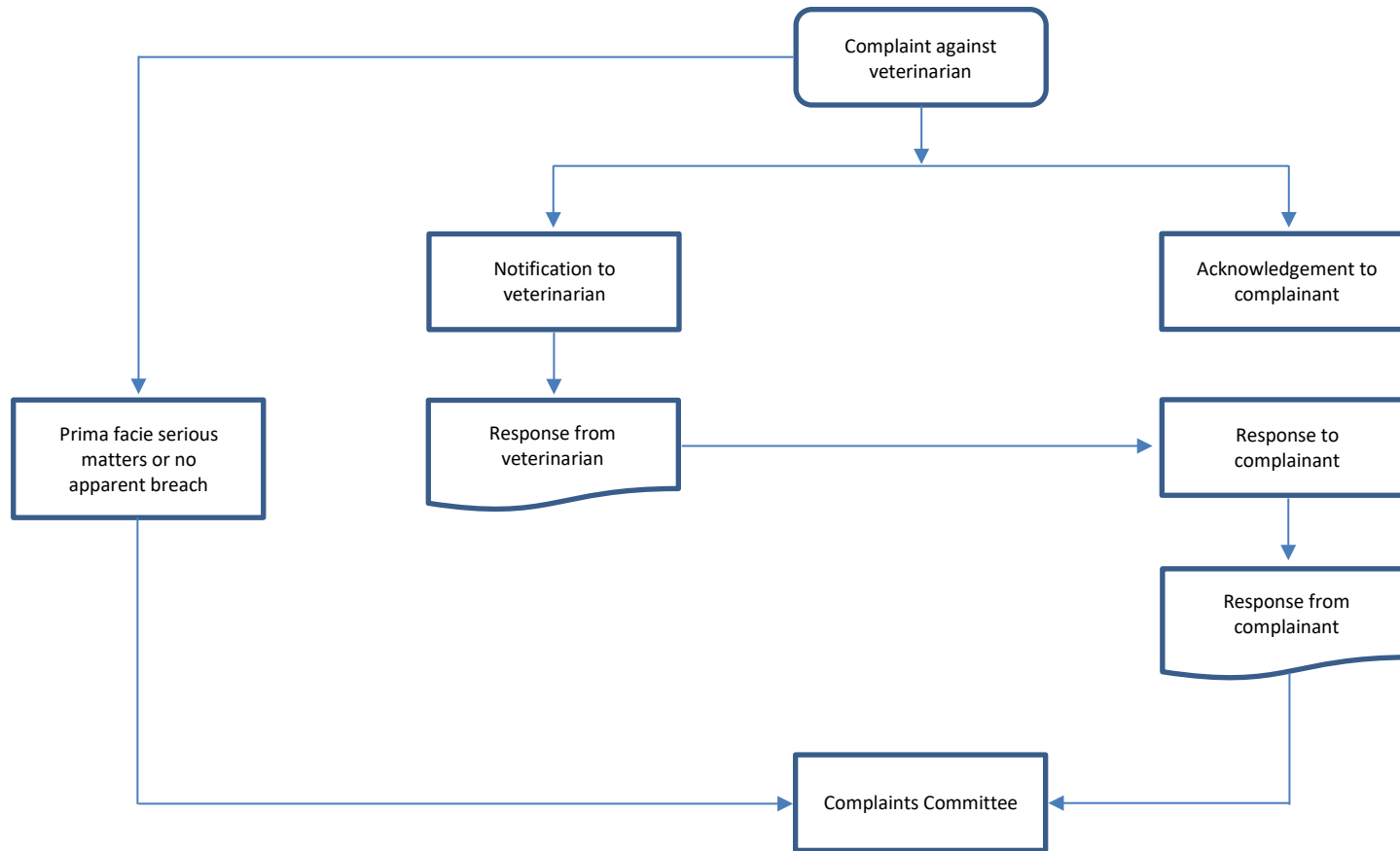


Complaint Investigation Process Summary

Issue October 2021
Review Annually
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