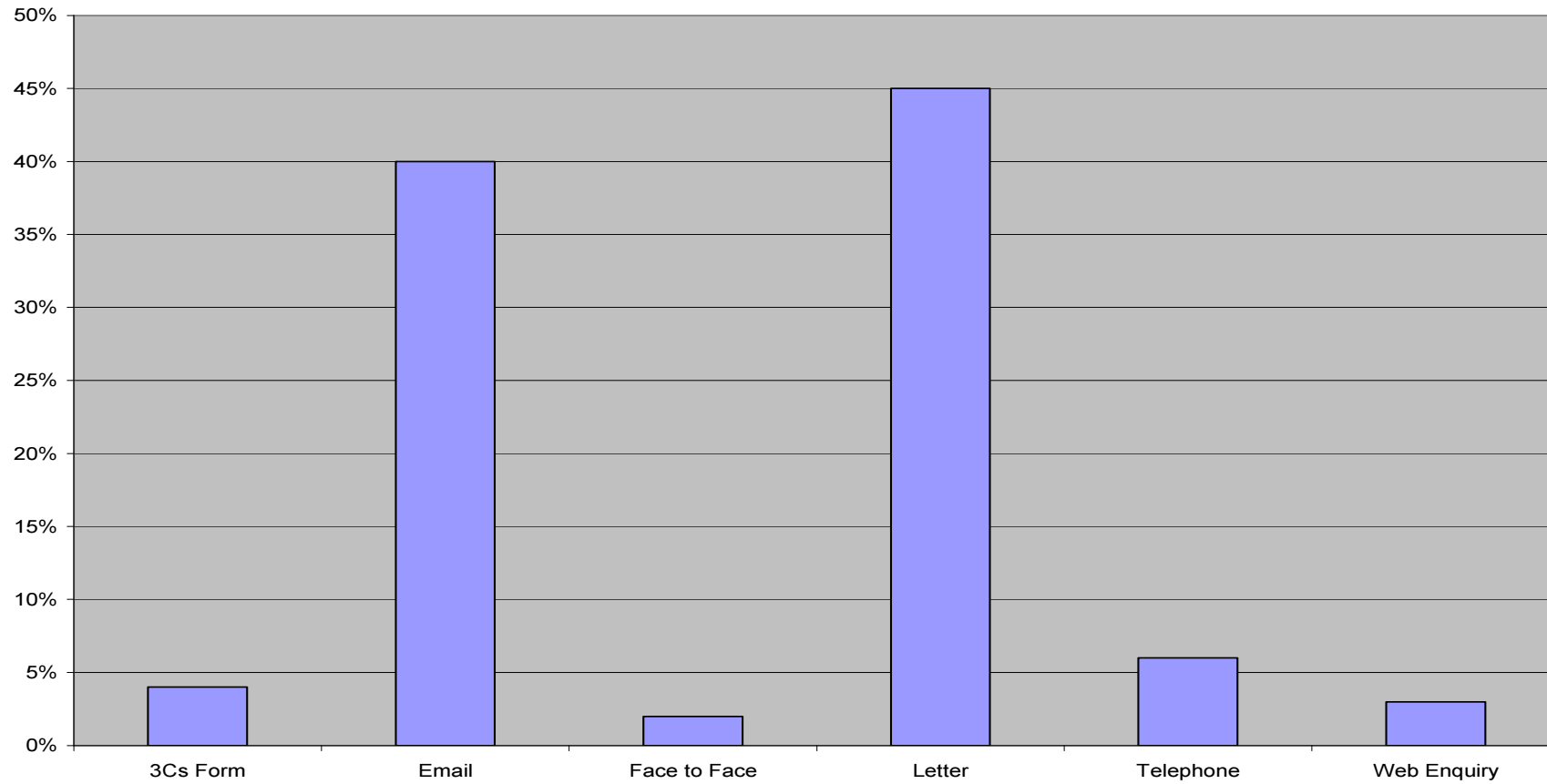
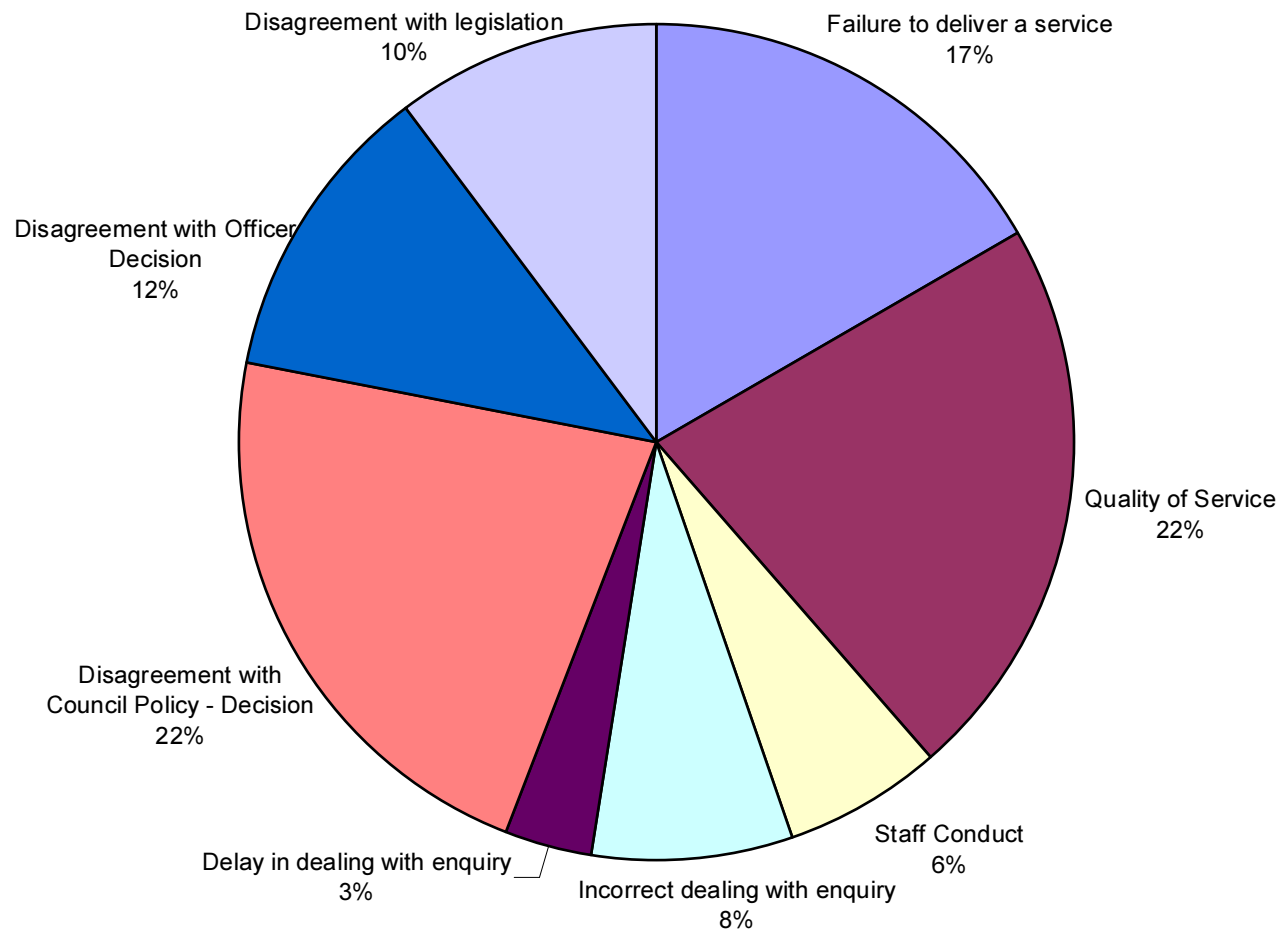


Complaint by Method of Receipt



REASONS FOR COMPLAINTS APRIL 2011 - MARCH 2012



ESSENTIAL REFERENCE PAPER 'D'

