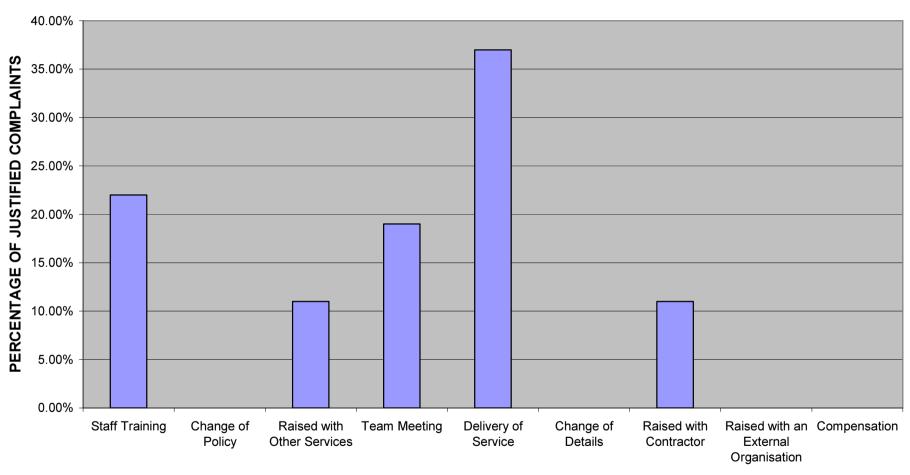
ESSENTIAL REFERENCE PAPER 'C'

TYPES OF CORRECTIVE ACTION TAKEN IN RESPONSE TO COMPLAINTS



ACTIONS