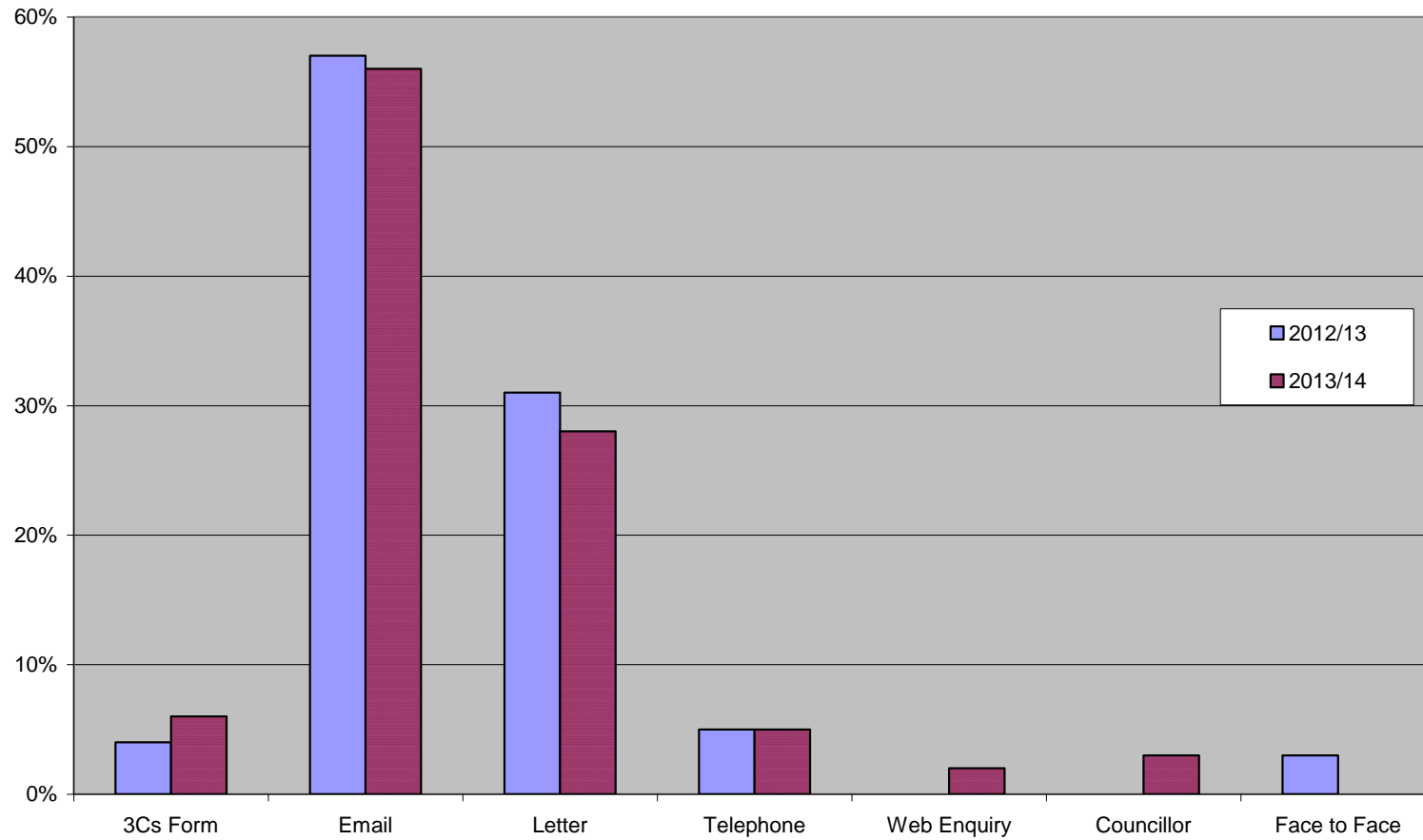


ESSENTIAL REFERENCE PAPER 'B'

COMPLAINT BY METHOD OF RECEIPT



ESSENTIAL REFERENCE PAPER 'C'

TYPE OF CORRECTIVE ACTION TAKEN IN RESPONSE TO COMPLAINTS

