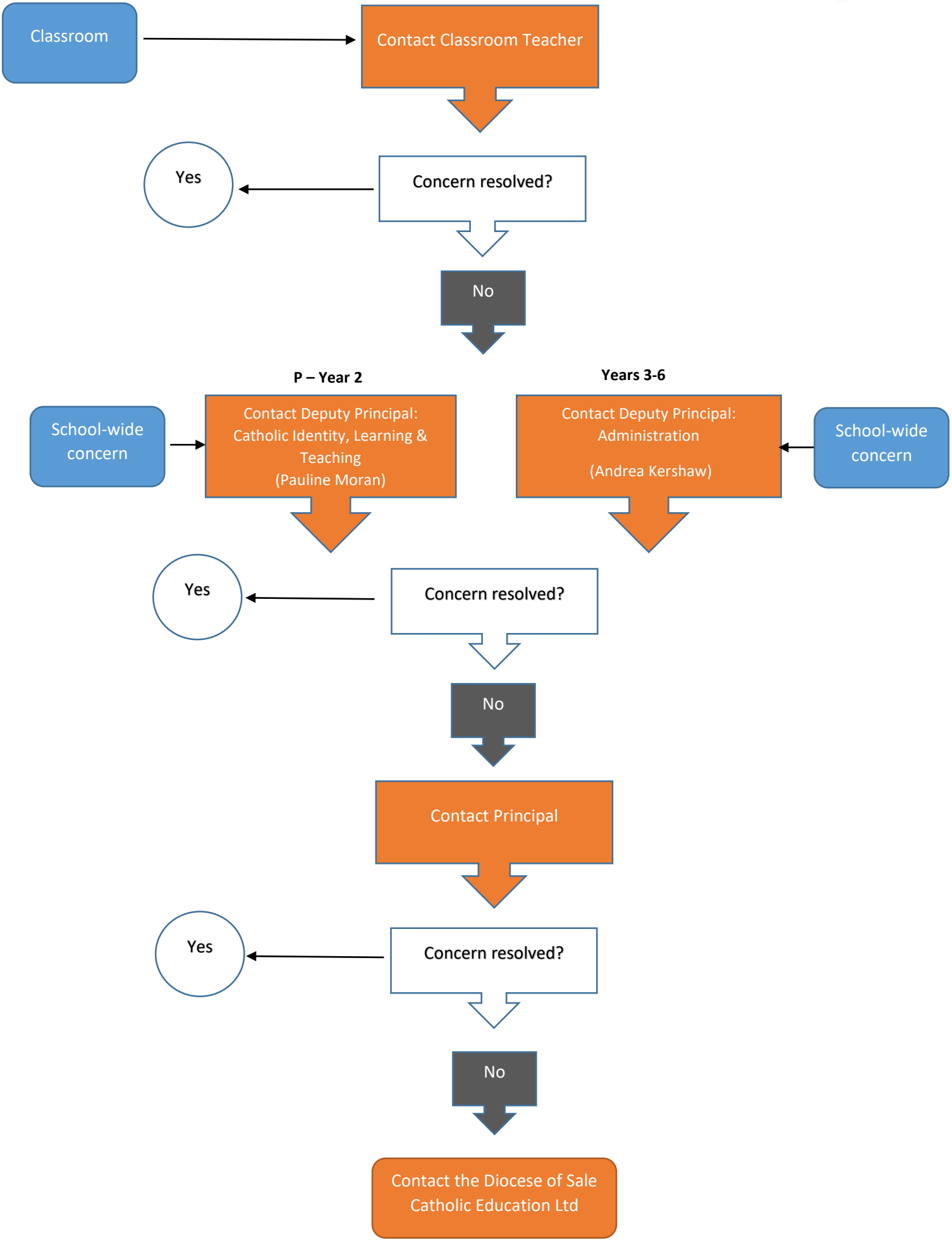
St Catherine's Complaint-Handling Procedure

Complaint