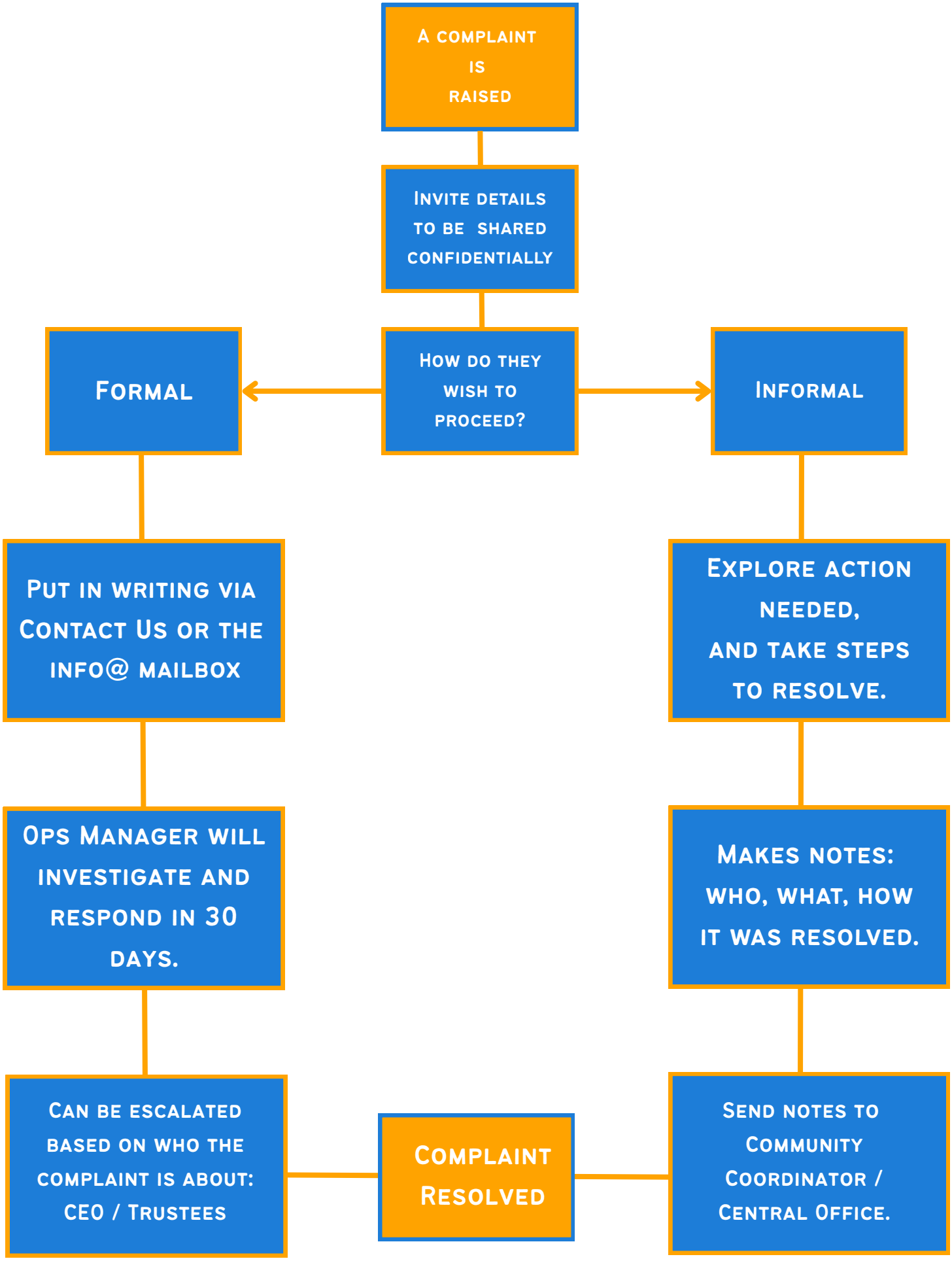UKSR Complaints Handling Flowchart