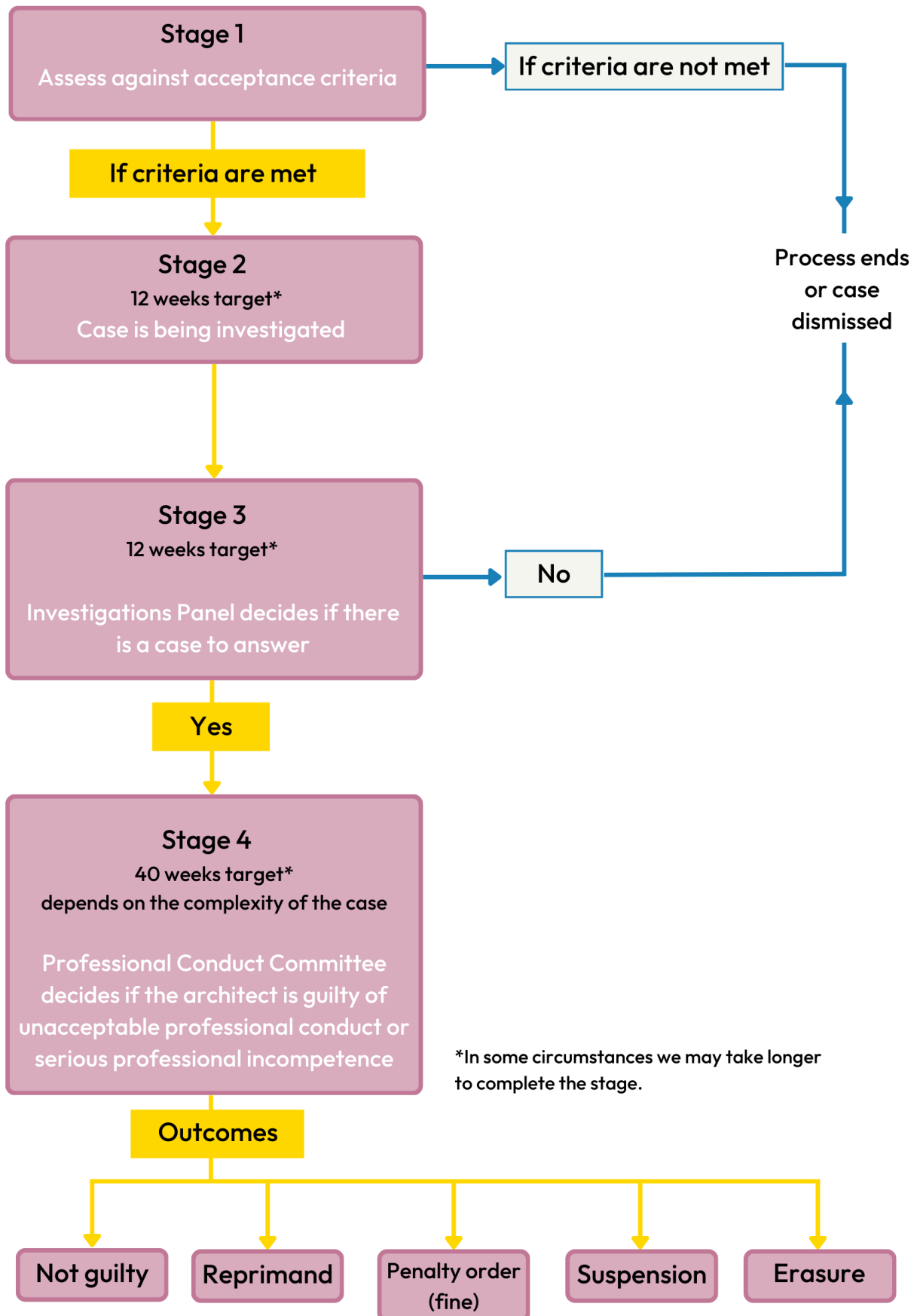


Stages of the complaints process



*In some circumstances we may take longer to complete the stage.