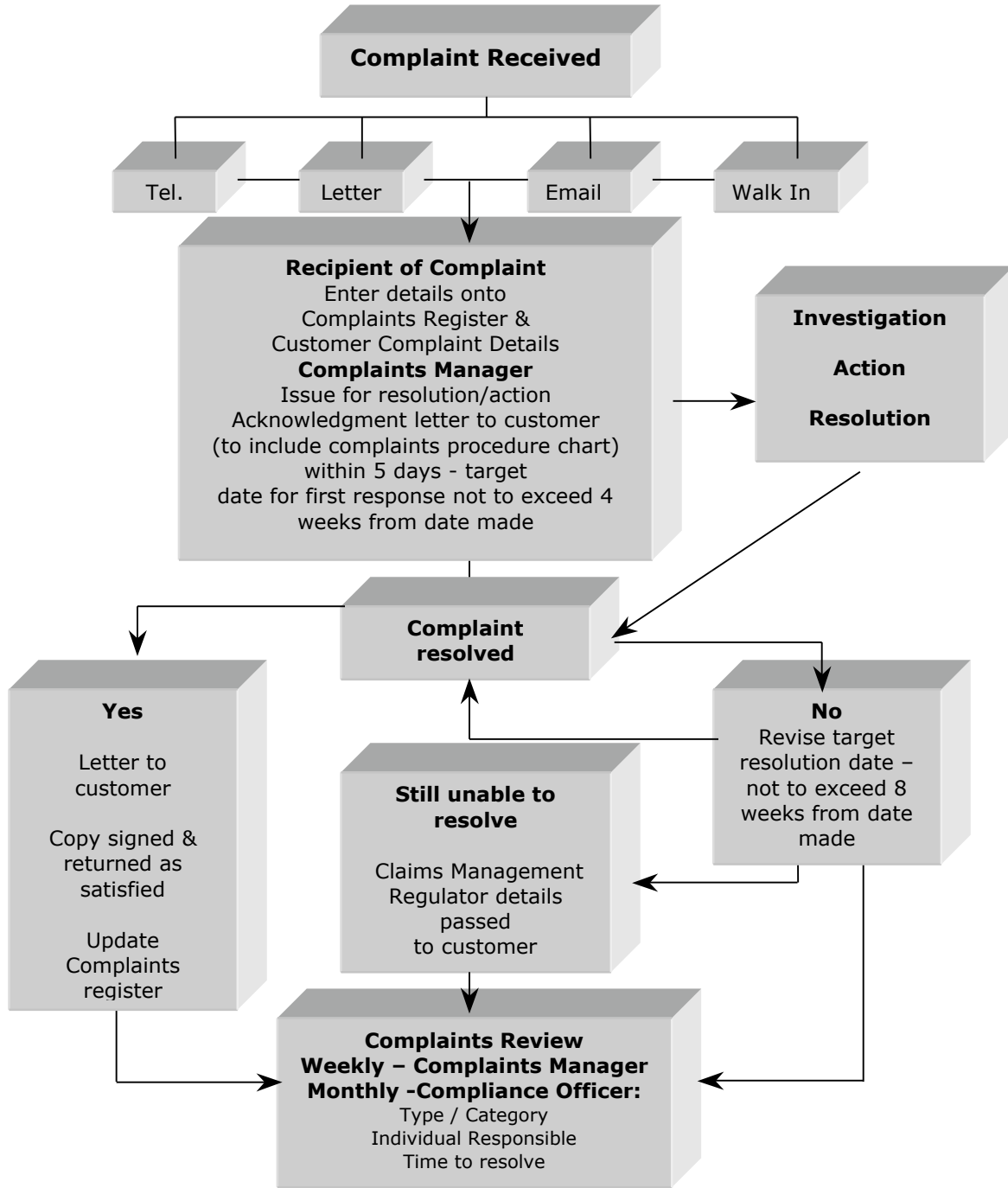


<b>Objective</b>	<i>to identify and track progress until resolution of customer complaints</i>
<b>Responsibility</b>	<i>Adrian Fry, Complaints Manager, Compliance Manager</i>
<b>Procedure</b>	<i>is outlined in the flowchart below...</i>



*(This outlines a complaints procedure in accordance with the Complaints Handling Rules 2006 as required by the Compensation Act 2006)*