



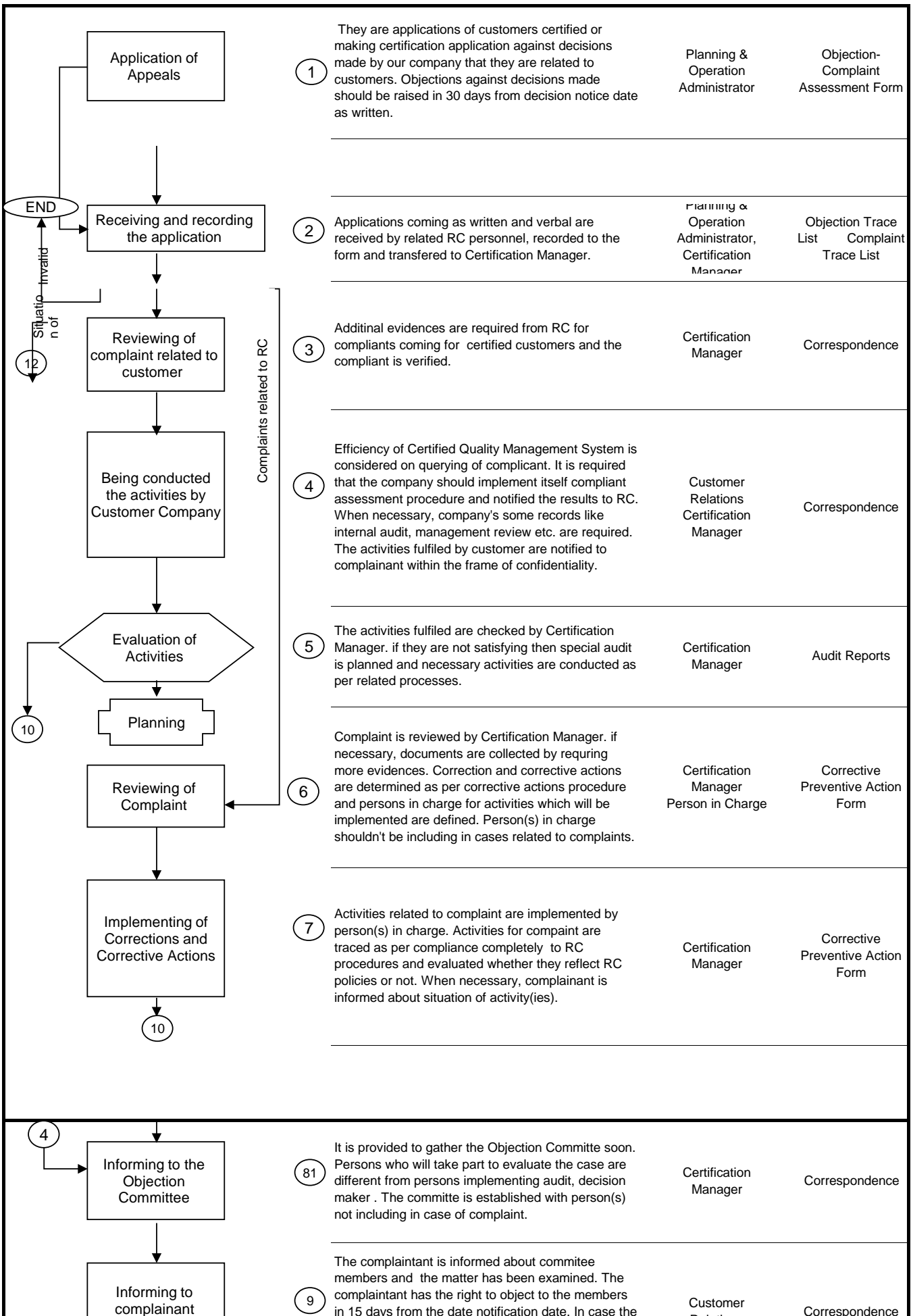
COMPLAINTS

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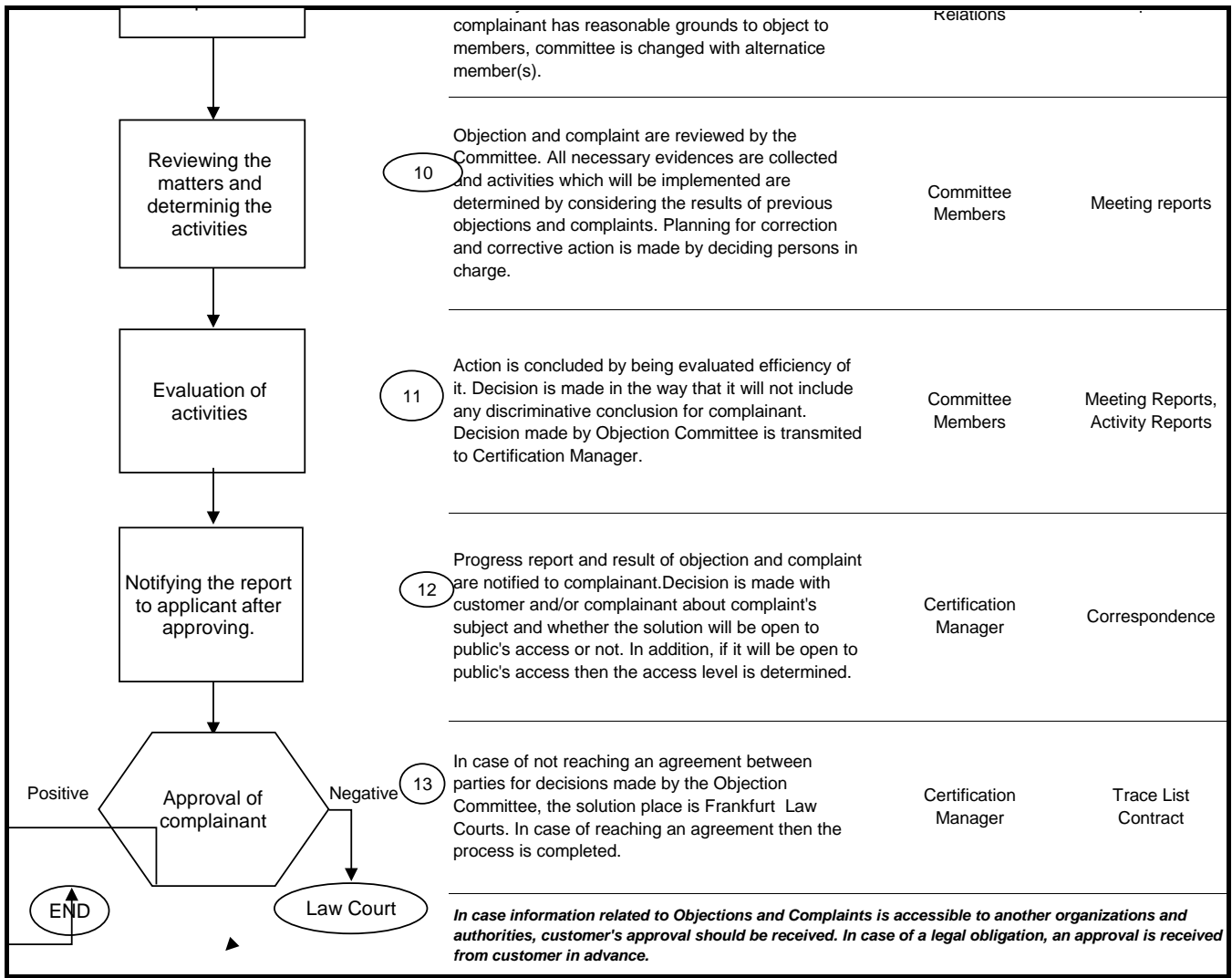
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<b>PREPARED By</b> MANAGEMENT REPRESENTATIVE	<b>APPROVED By</b> GENERAL MANAGER
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