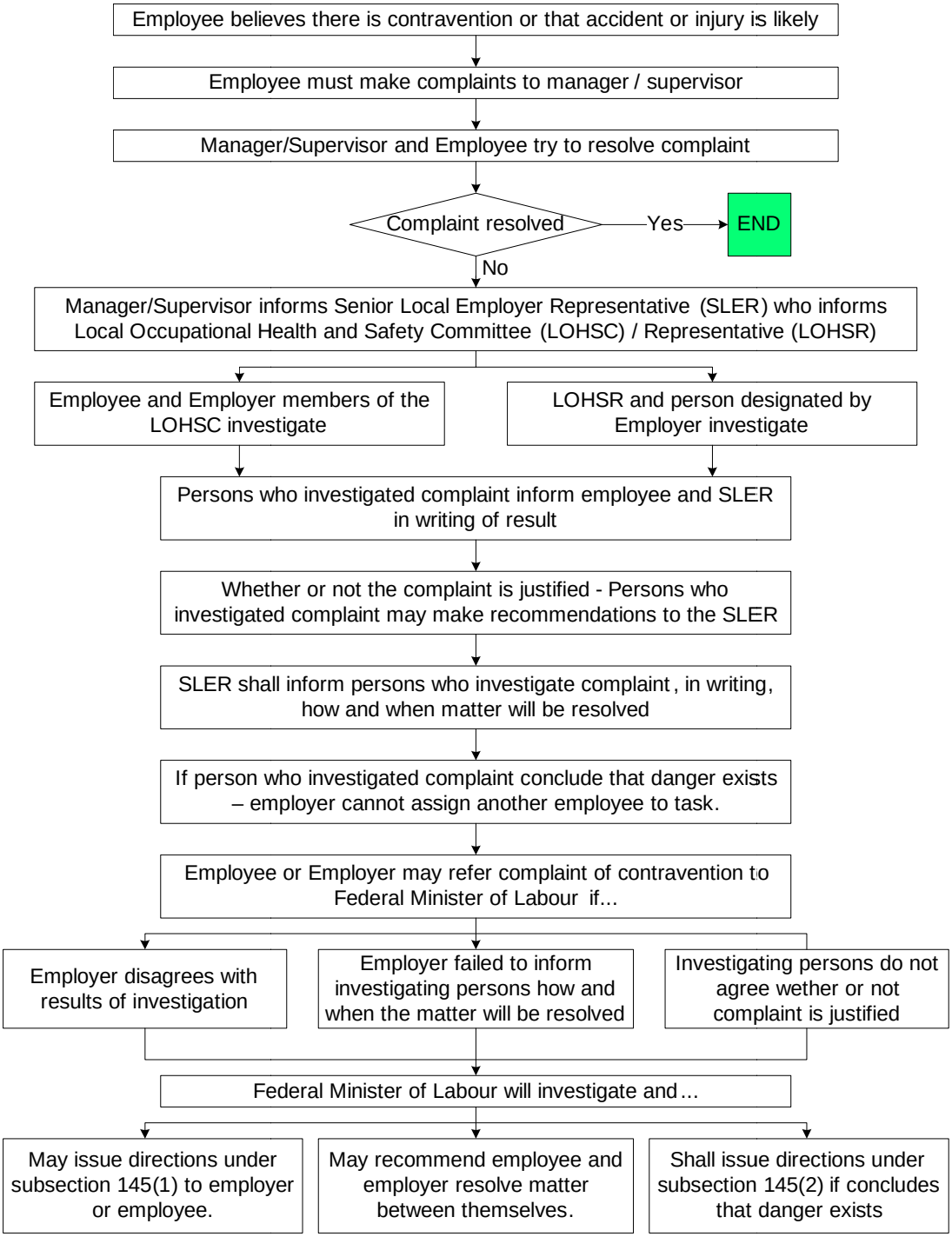ANNEX 13 B - INTERNAL COMPLAINT RESOLUTION PROCESS