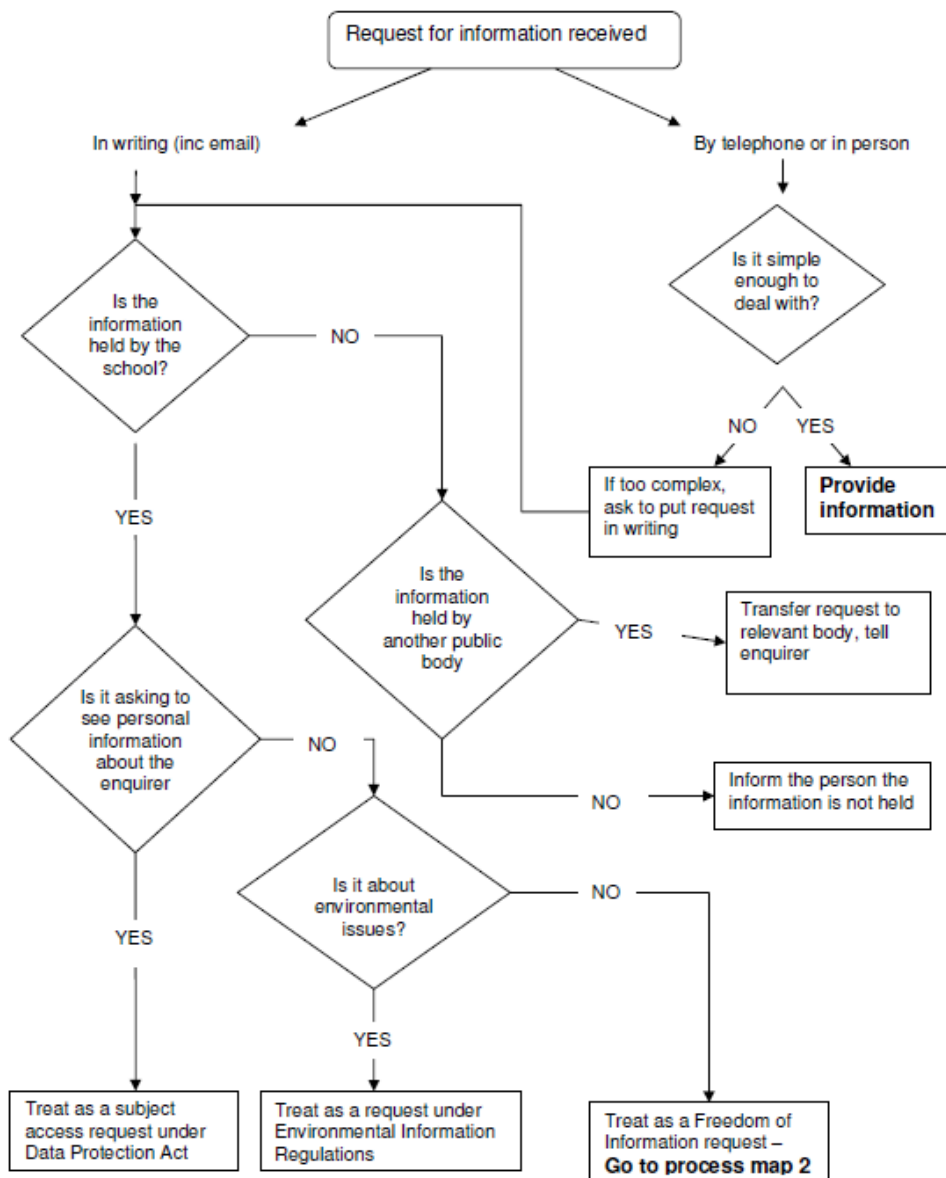


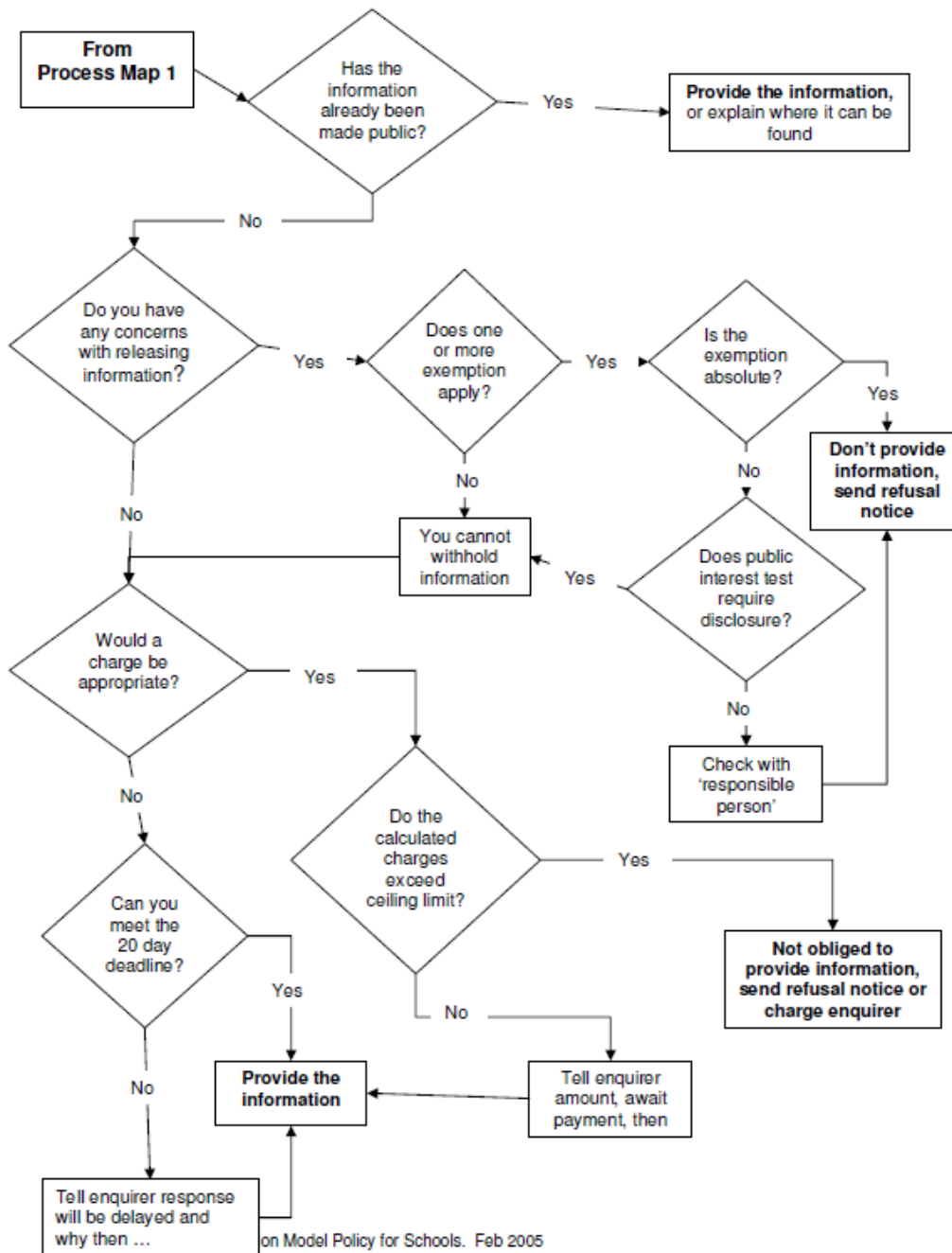
Freedom of Information Act 2000.

Appendix 1 Procedures for dealing with Complaints

Process Map 1 for Dealing with Requests



Process Map 2 for Dealing with Requests



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