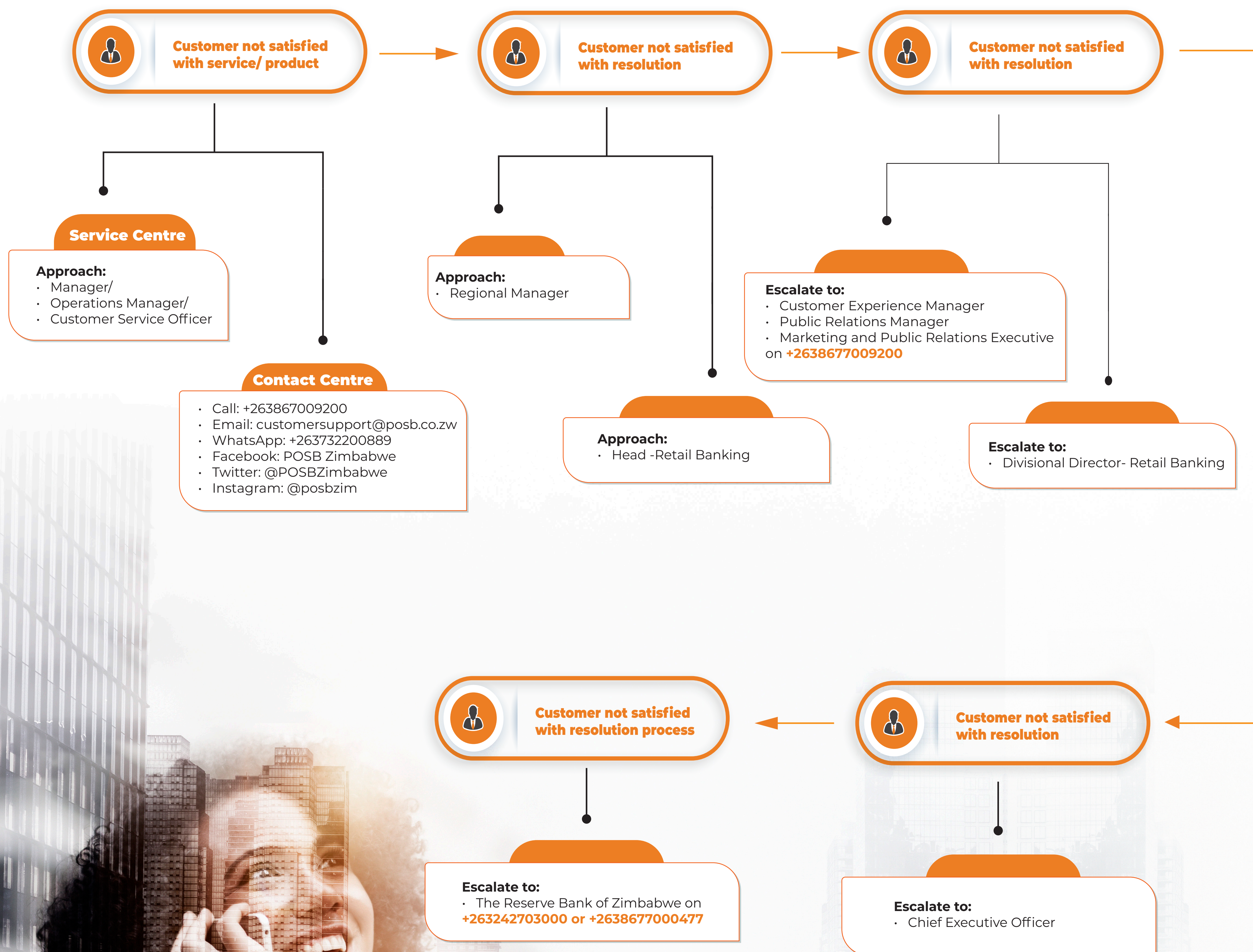


# COMPLAINTS HANDLING PROCEDURE ESCALATION MATRIX



Client is allowed to skip or jump any stages and go straight to the stage where he/she feels they can get recourse.