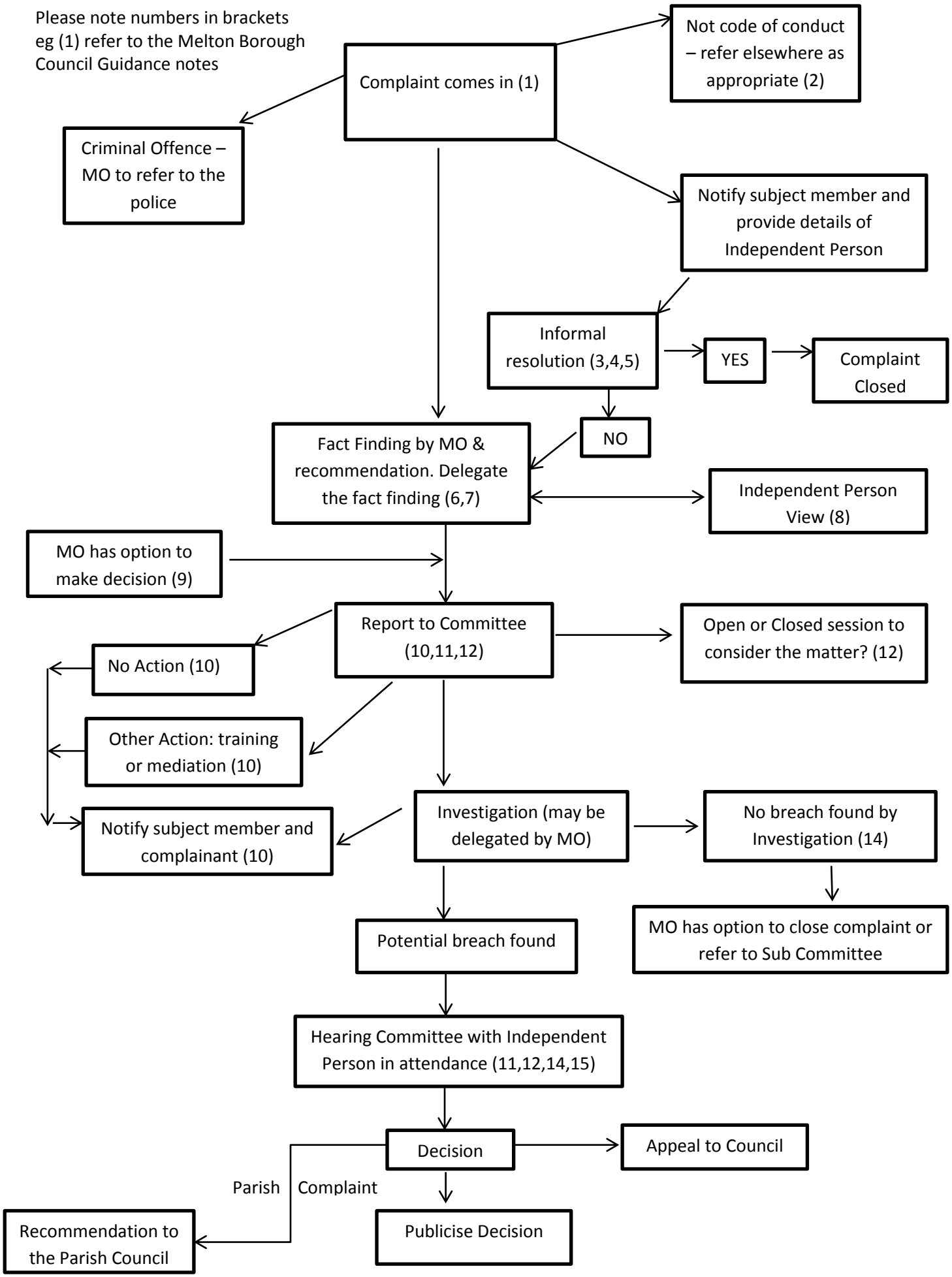
APPENDIX A

Melton Borough Council Complaints Process