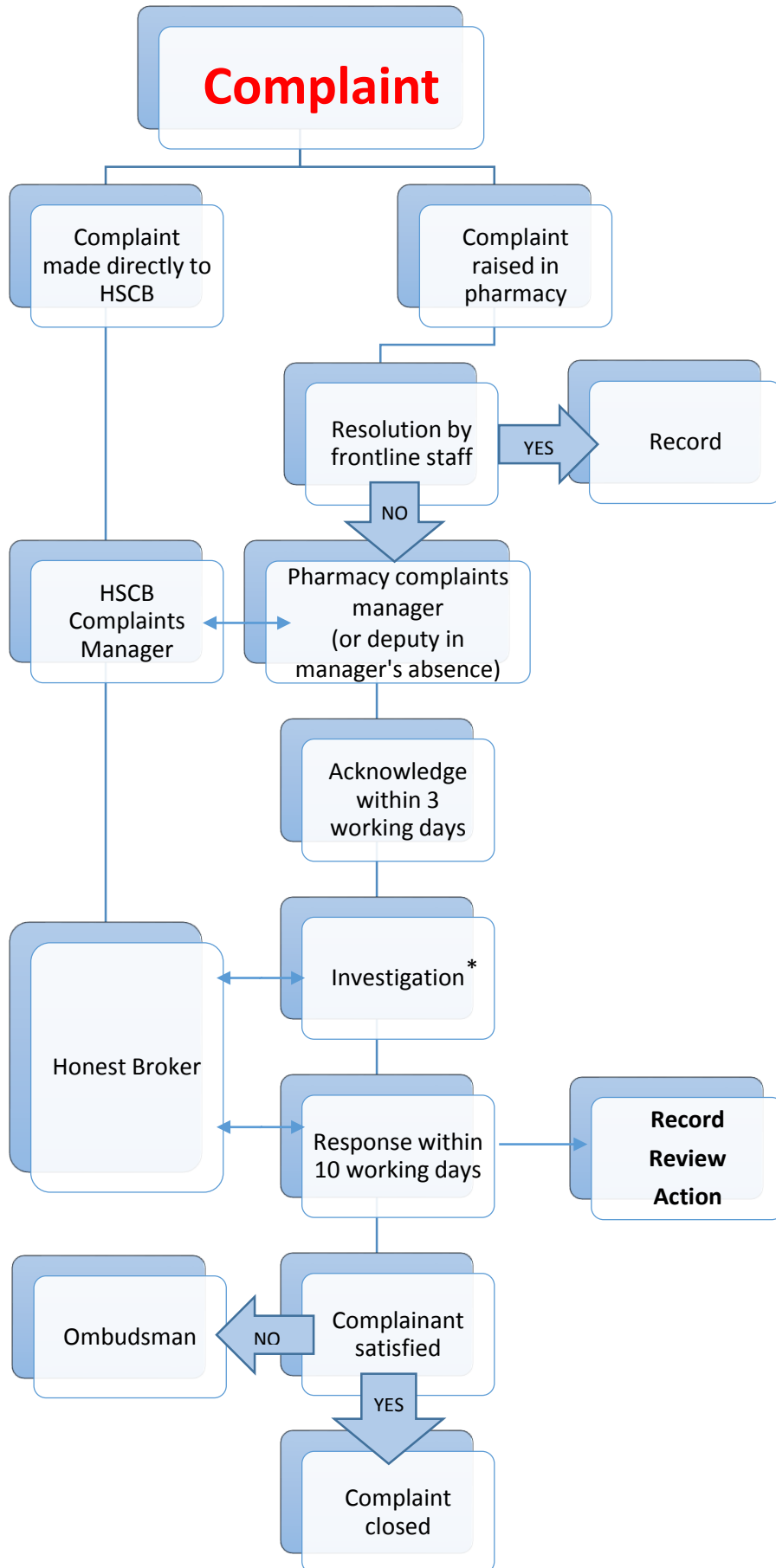


DEALING WITH COMPLAINTS



* An example of a template complaint recording form has been added to the members' section of CPNI's website.