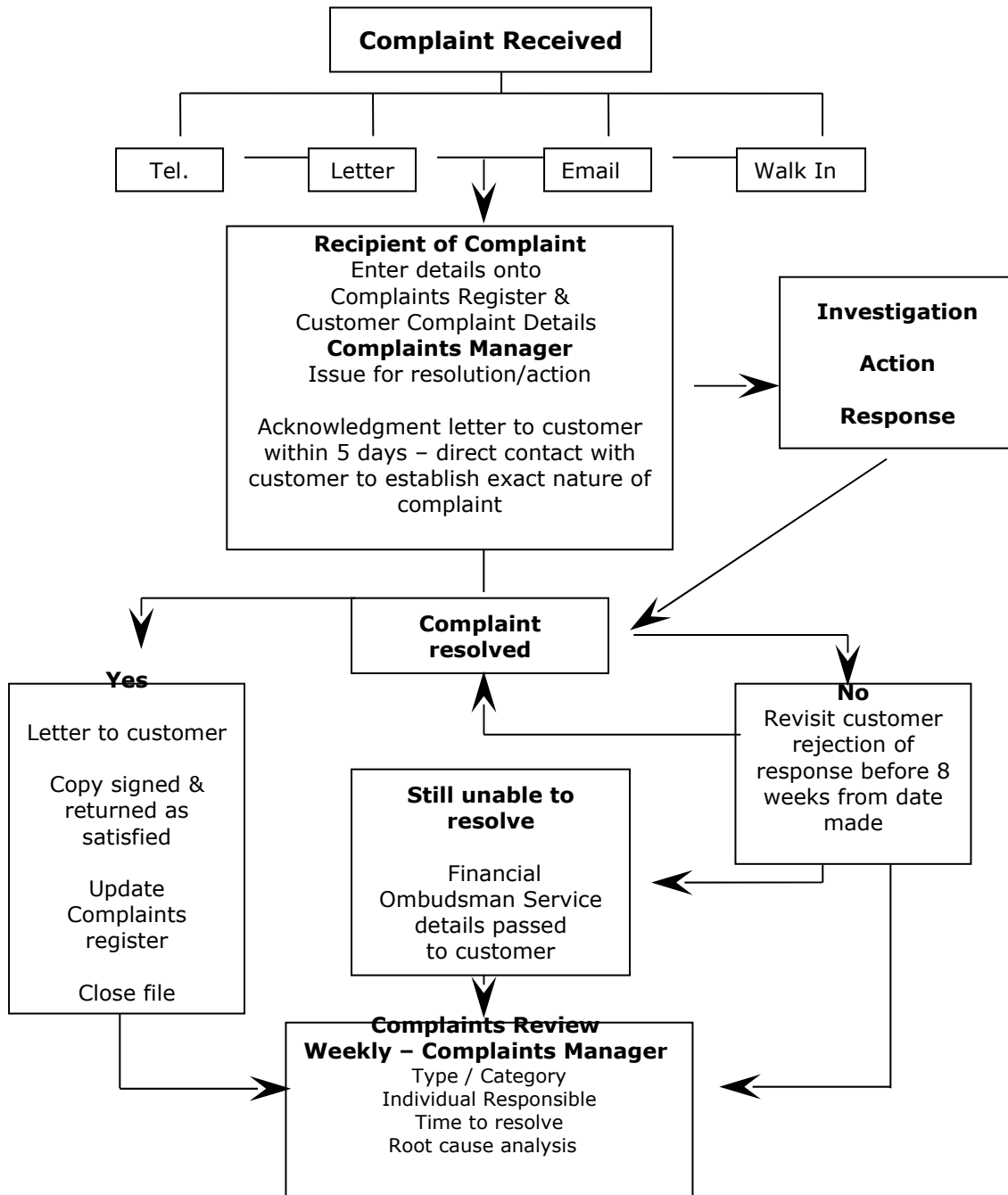


Complaints

Objective	<i>to identify and track progress until resolution of customer complaints</i>
Responsibility	<i>Complaints Manager, Compliance Manager</i>
Procedure	<i>is outlined in the flowchart below...</i>



(This outlines a complaints procedure in accordance with the FSA DISP Rules