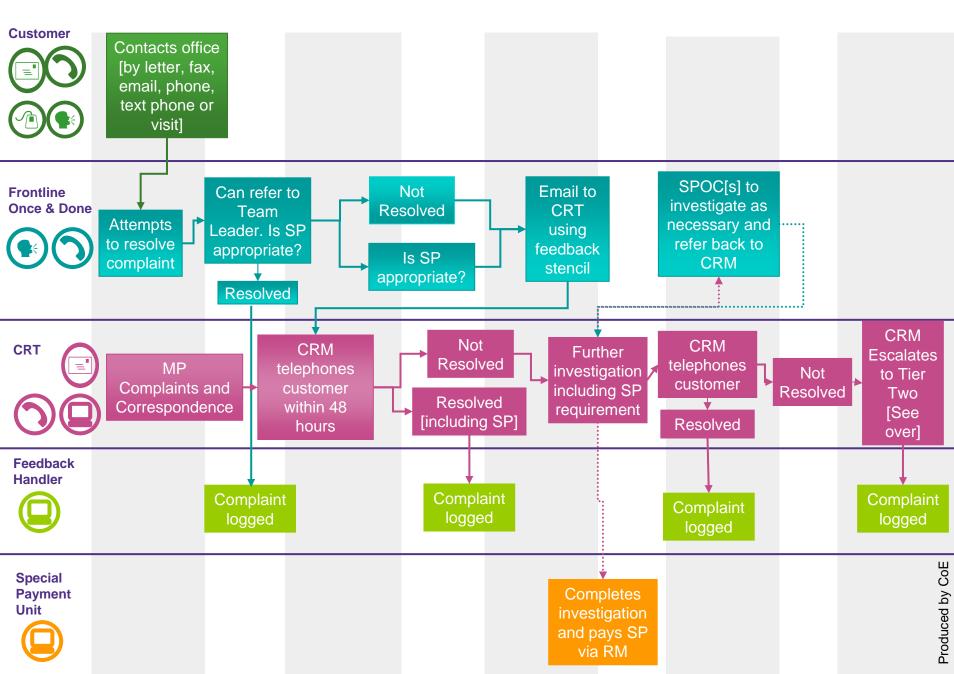
## **Customer Journey – Making a Complaint**



## **Customer Journey – Making a Complaint Escalated to Tier Two**

