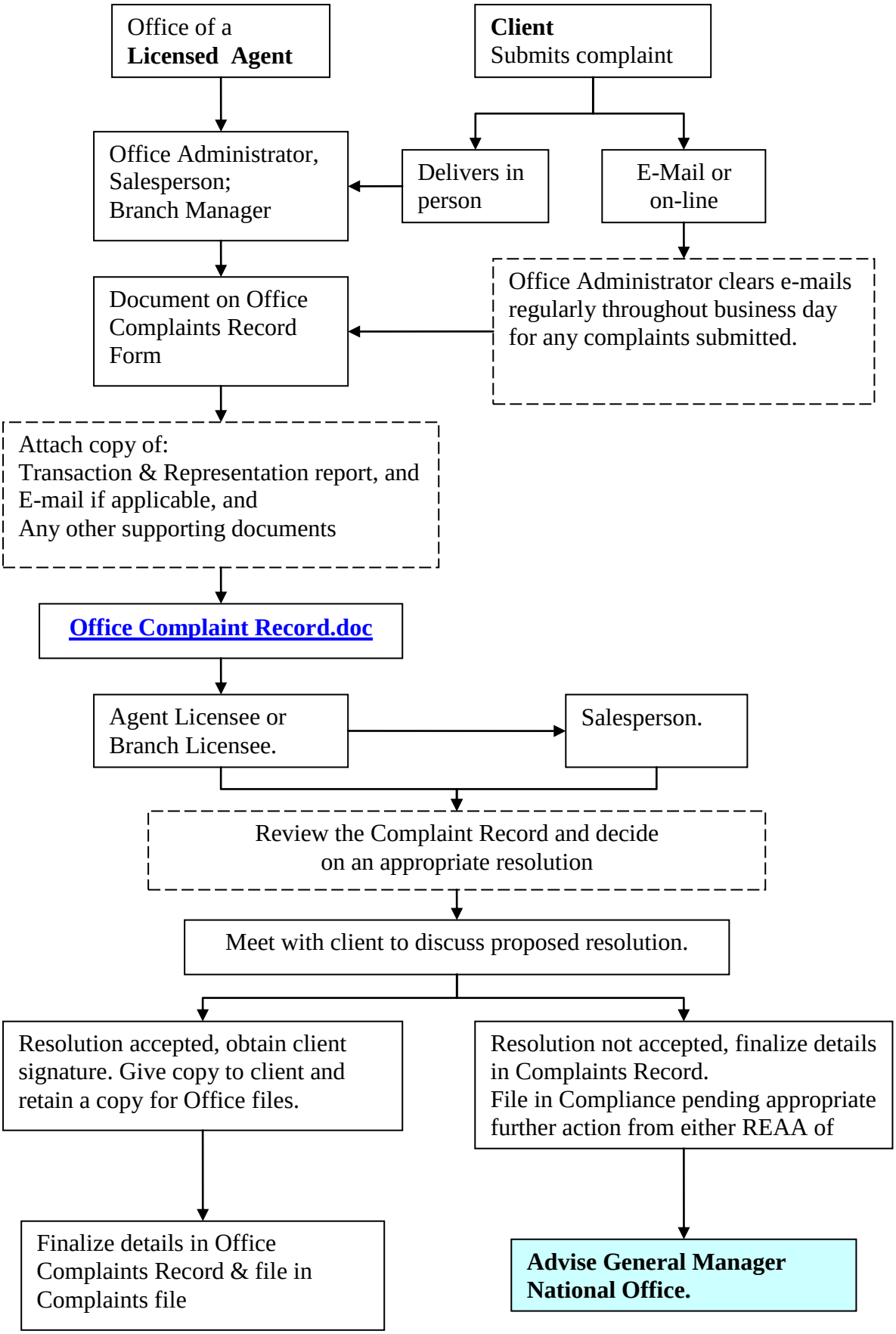FIRST NATIONAL IN-HOUSE COMPLAINTS PROCESS