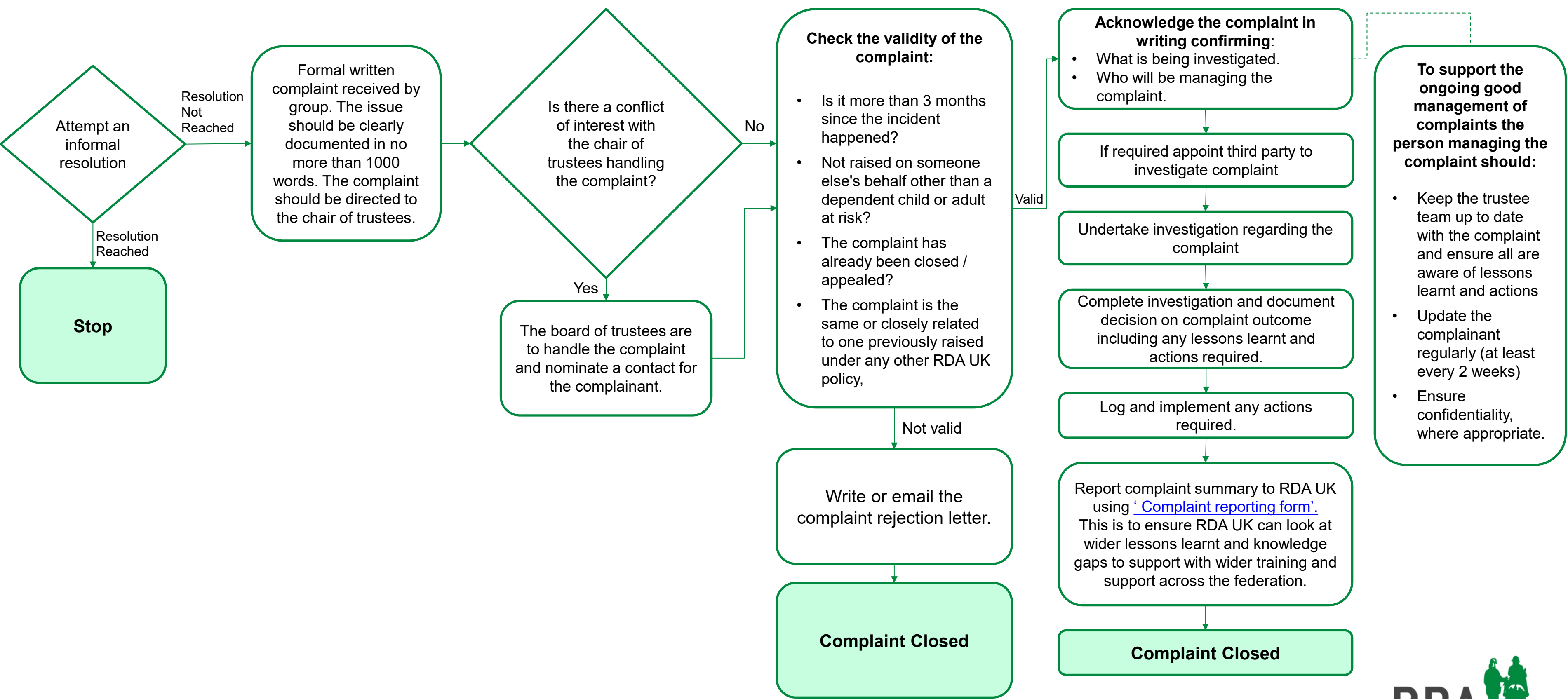


RDA Group Complaint Process Flow – Handling A Complaint



RDA Group Complaint Process Flow – Managing Escalations

