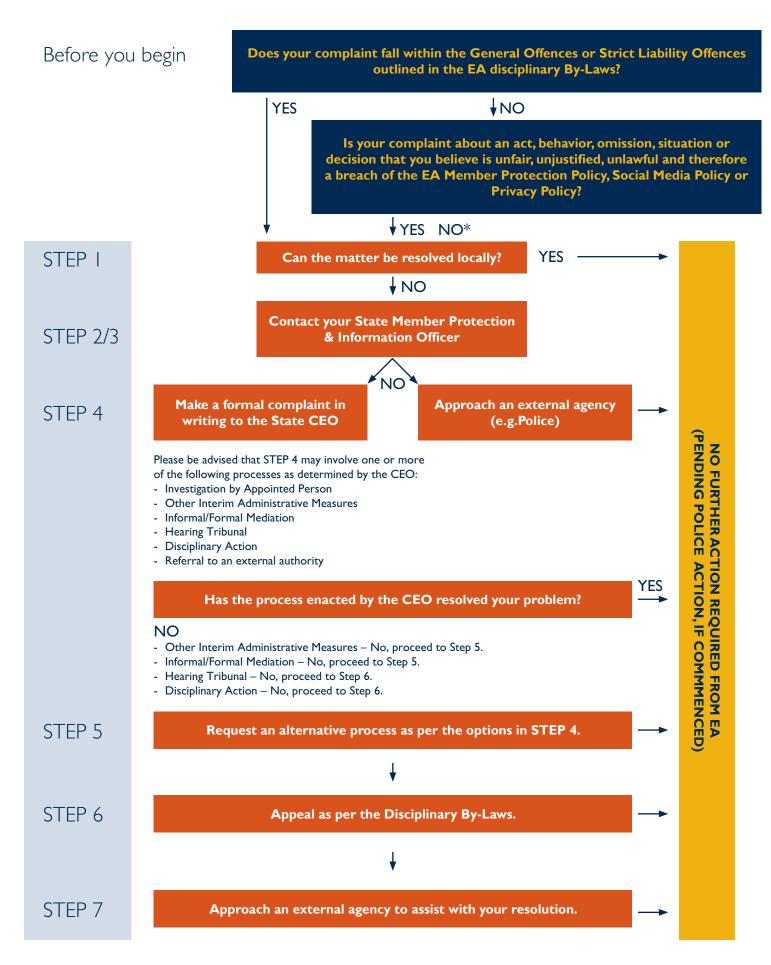
MEMBER COMPLAINTS PROCEDURE



^{*}If your complaint cannot be categories under any of EA's policies then you may need to refer to an external agency such as the police.