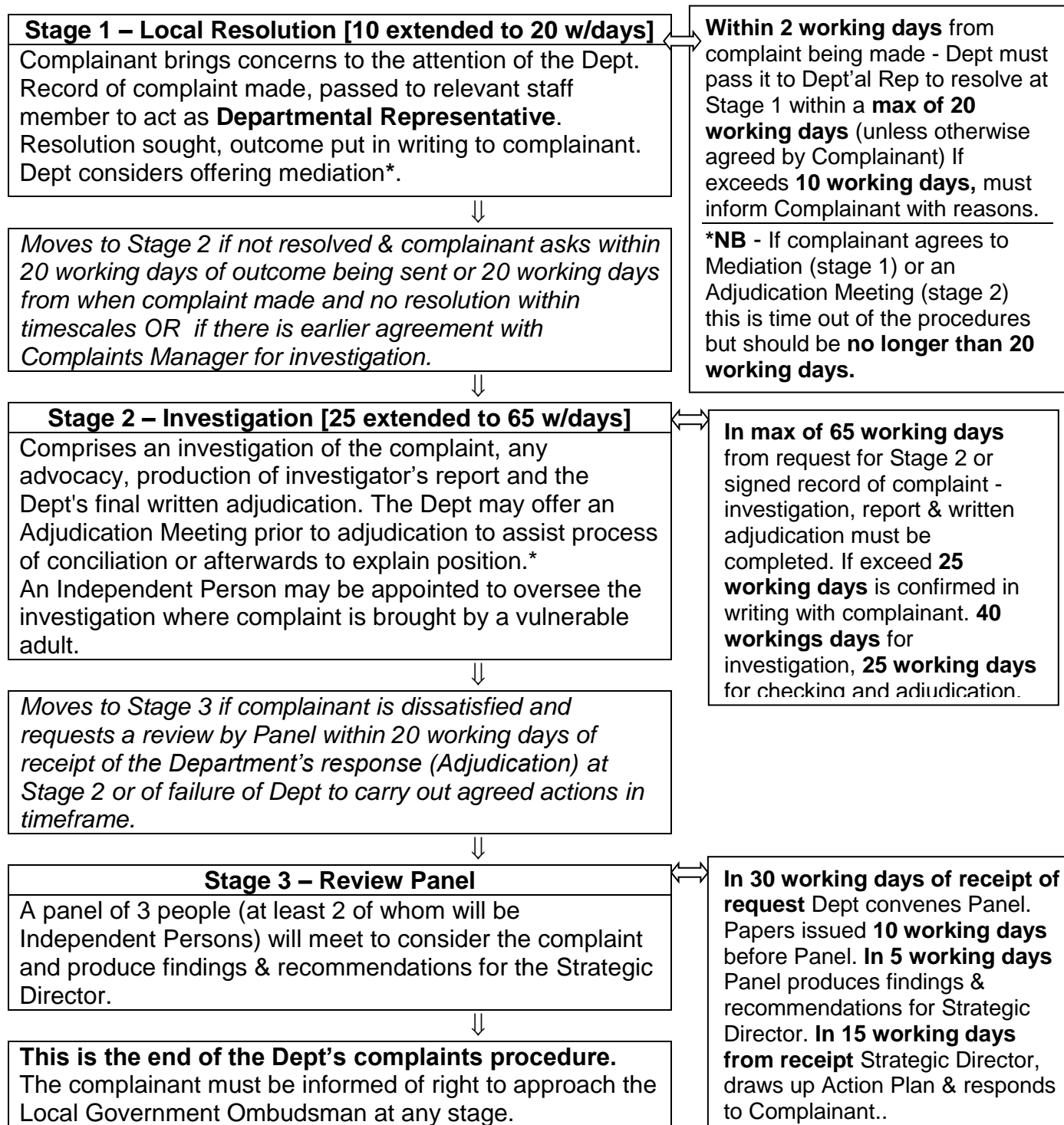


## ADULT SOCIAL CARE AND HEALTH DEPARTMENTAL BRIEFING

# THE COMPLAINTS PROCEDURE AT A GLANCE



(Comm/DB26app1)