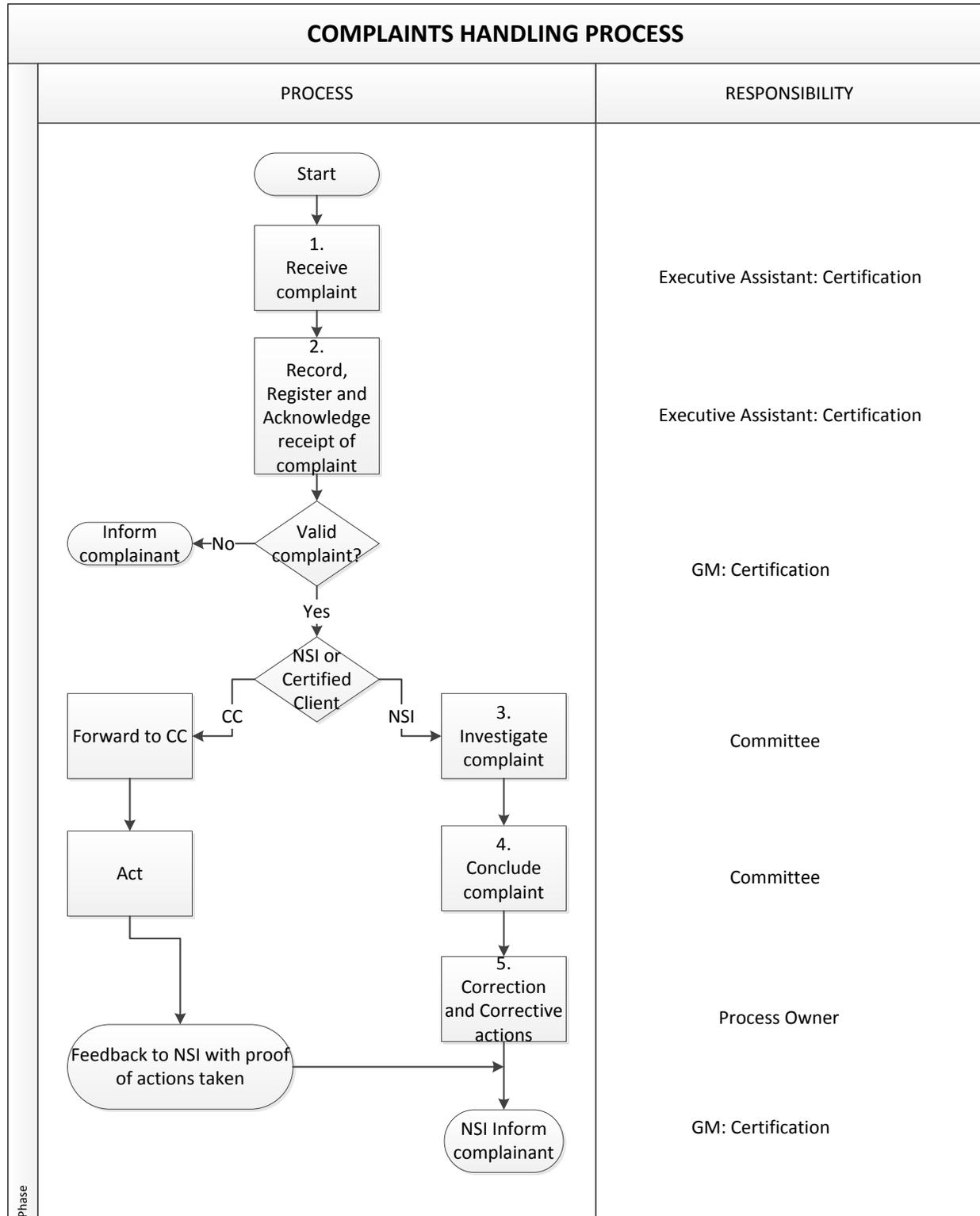


| | | |
|---|---|---------------------------------------|
|  | MANAGEMENT SYSTEM CERTIFICATION DOCUMENT | Document No: MSC-21-AA Page 1 of 1 |
| | COMPLAINTS HANDLING PROCESS | Version: 02 Effective: Jan 2016 |
| | Compiled by: Certification | Approved by: GM-Certification |



Phase