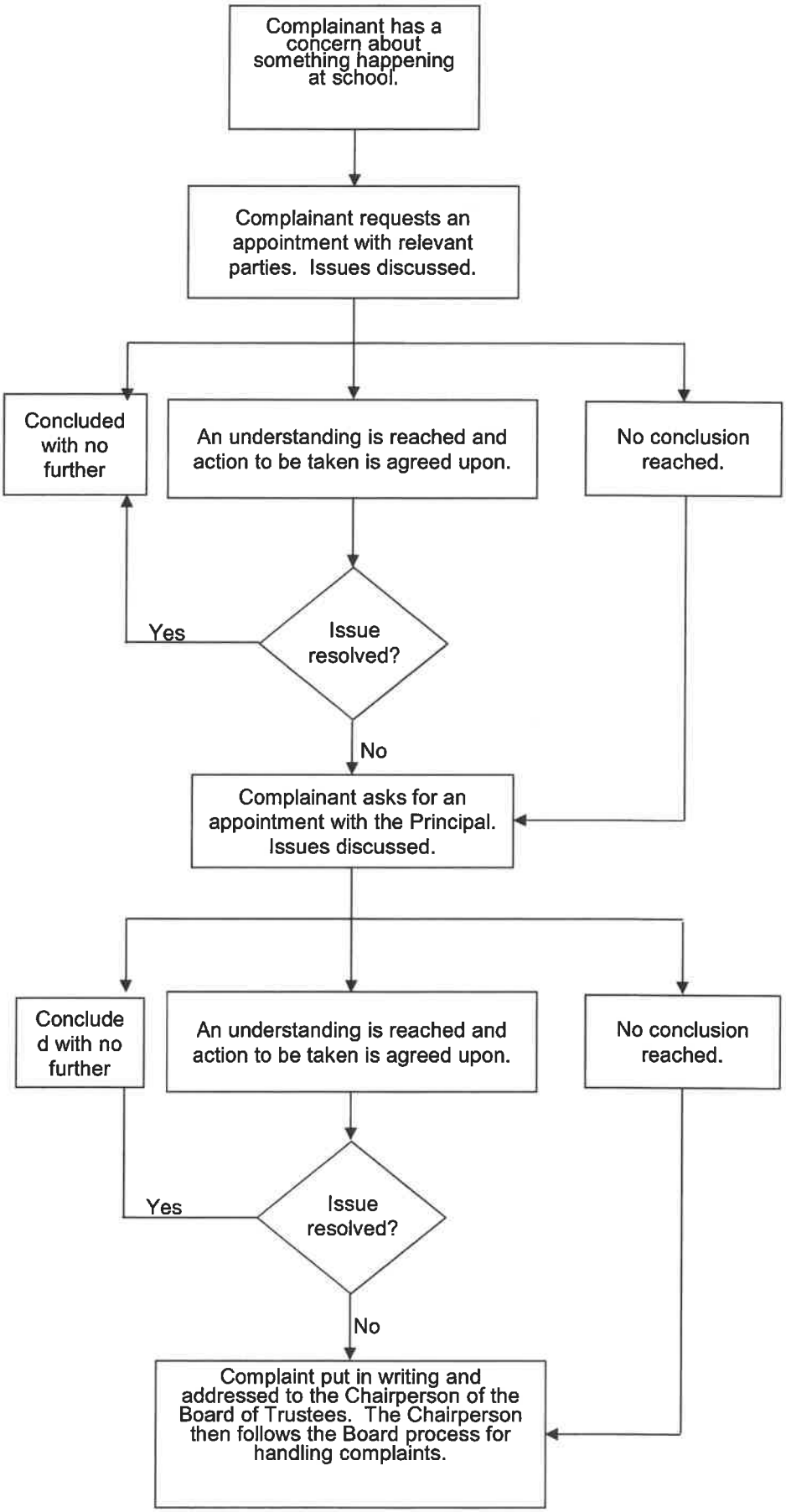Parents and Caregivers Complaints Procedure