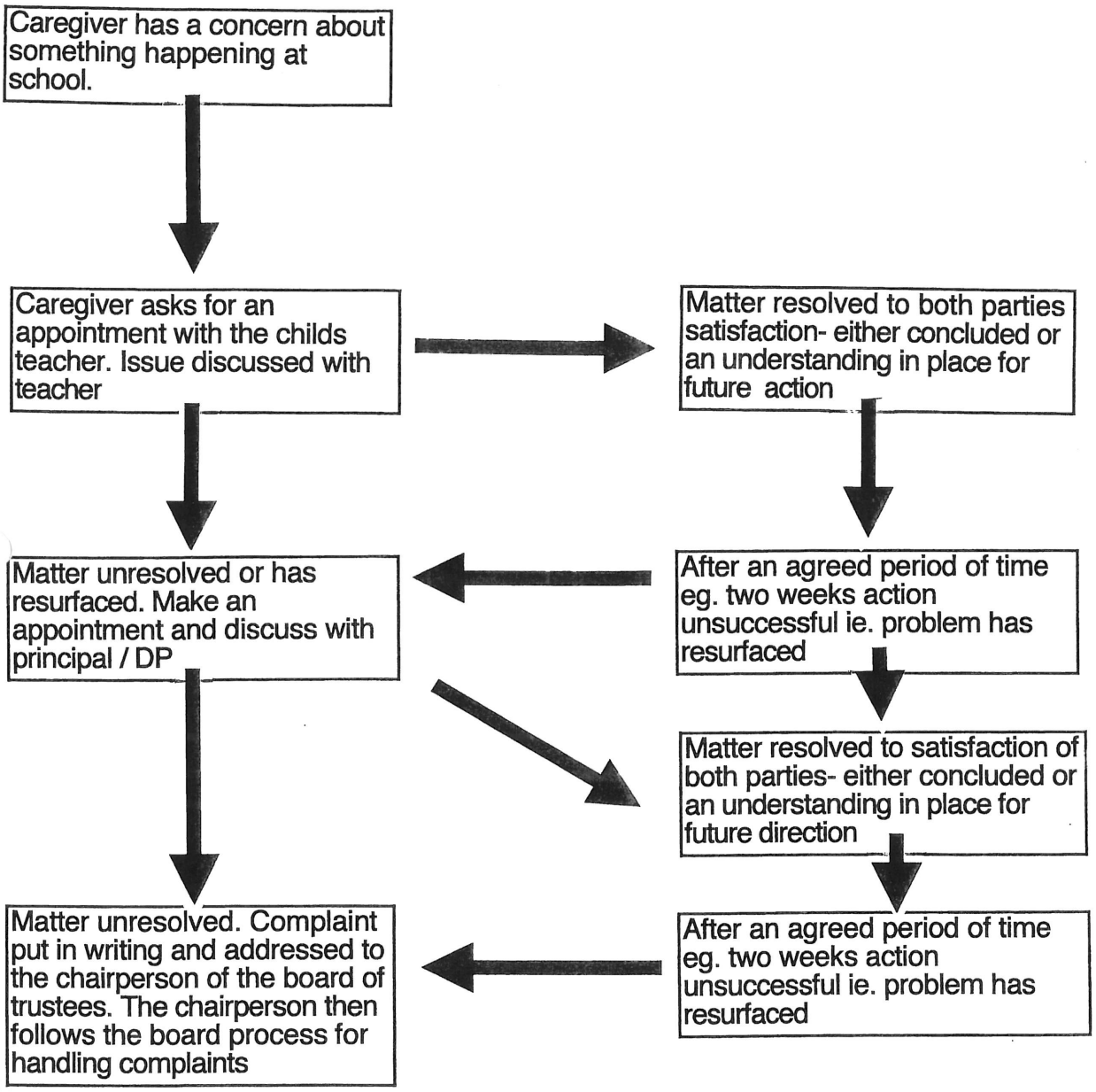Complaints Procedure for Opaki School